



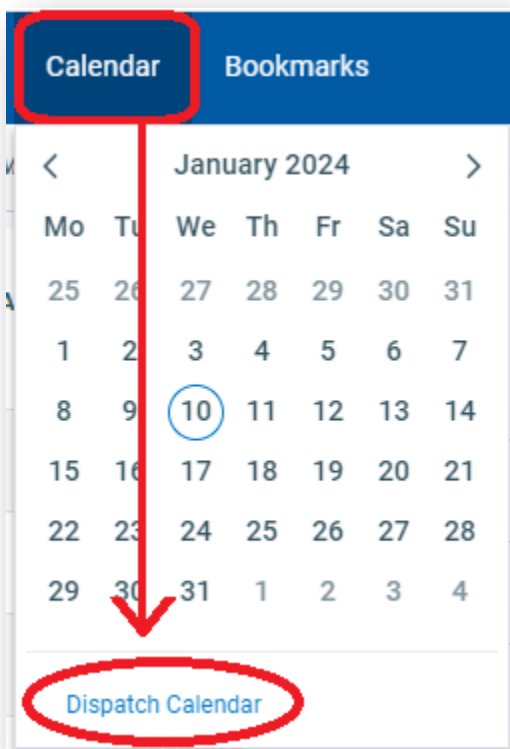
AutoTask Dispatch Calendar 01/10/2024

Once a technician has been scheduled for a service call in AutoTask, the time of the service visit will be displayed in the Dispatch Calendar.

(If you don't know how to book a service call, please refer to the following link to watch the video and read the document: <https://mtheoryu.com/courses/autotask-tutorials/lesson/how-to-book-a-service-call-in-autotask/>)

Important Note: *Only* calls that have been booked with the Service Call feature will be displayed in the dispatch calendar. (I.E., make sure the HD person is booked before you move forward)

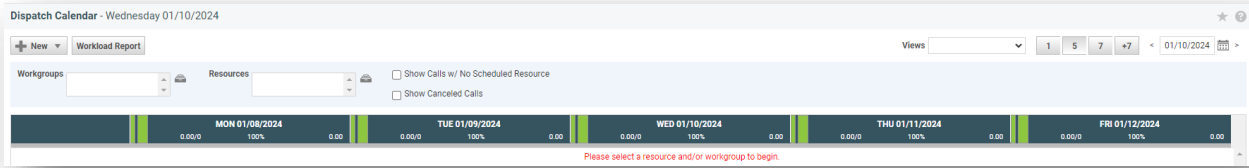
The Dispatch Calendar in Autotask shows the dispatch schedule of any of its registered onsite technicians. To view the calendar, go to Calendar and select Dispatch Calendar.



The Dispatch Calendar appears.



Title Here
Subtitle Here



Dispatch Calendar - Wednesday 01/10/2024

New

Workload Report

Views

157+7

01/10/2024

Workgroups

Resources

☐ Show Calls w/ No Scheduled Resource
☐ Show Canceled Calls

	MON 01/08/2024				TUE 01/09/2024				WED 01/10/2024				THU 01/11/2024				FRI 01/12/2024				
	8:00	9:00	10:00	11:00	8:00	9:00	10:00	11:00	8:00	9:00	10:00	11:00	8:00	9:00	10:00	11:00	8:00	9:00	10:00	11:00	
Individual	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	2:00/8:00	23%	6:00
	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	2:00/8:00	23%	6:00
	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	0:00/8:00	0%	8:00	2:00/8:00	23%	6:00

08:00 AM

08:00 AM

08:00 AM

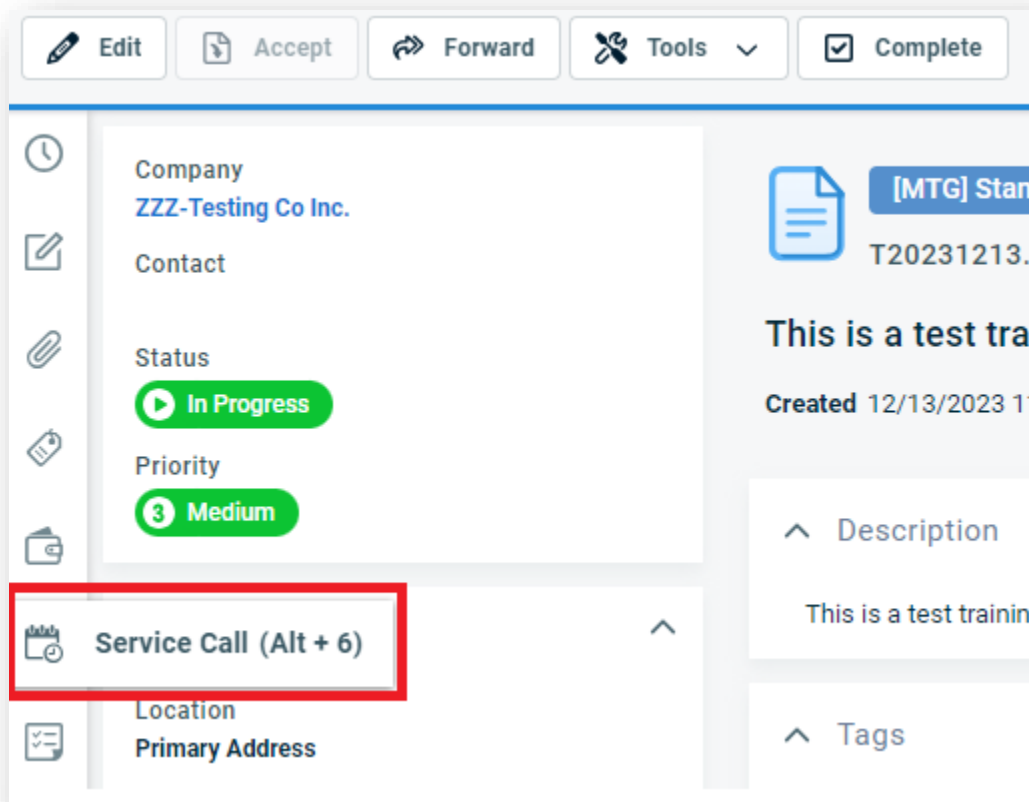
08:00 AM

08:00 AM

12:00 PM Los Angeles Leadership Academy

12:00 PM NERN - This is the service call that we discussed I have sent

Important Note: Technician appointments will appear on the dispatch calendar **only** if the appointments have been made with the “Service Call” feature in the initiating ticket.



Edit Accept Forward Tools Complete

Company
ZZZ-Testing Co Inc.

Contact

Status
In Progress

Priority
3 Medium

Location
Primary Address

Service Call (Alt + 6)

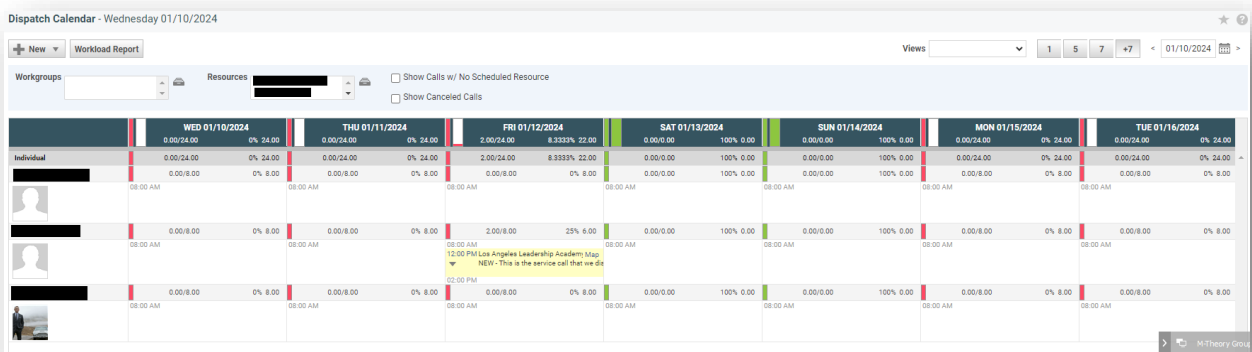
[MTG] Stand
T20231213.0

This is a test trai
Created 12/13/2023 11

Description
This is a test training

Tags

The calendar will allow you to view multiple technicians at the same time:



Dispatch Calendar - Wednesday 01/10/2024

New Workload Report Views 1 5 7 47 01/10/2024

Workgroups Resources Show Calls w/ No Scheduled Resource Show Canceled Calls

	WED 01/10/2024	THU 01/11/2024	FRI 01/12/2024	SAT 01/13/2024	SUN 01/14/2024	MON 01/15/2024	TUE 01/16/2024
Individual	0.00/24.00 0% 24.00	0.00/24.00 0% 24.00	2.00/24.00 8.3333% 22.00	0.00/0.00 100% 0.00	0.00/0.00 100% 0.00	0.00/24.00 0% 24.00	0.00/24.00 0% 24.00
08:00 AM	0.00/8.00 0% 8.00	0.00/8.00 0% 8.00	0.00/8.00 0% 8.00	0.00/0.00 100% 0.00	0.00/0.00 100% 0.00	0.00/8.00 0% 8.00	0.00/8.00 0% 8.00
08:00 AM	0.00/8.00 0% 8.00	0.00/8.00 0% 8.00	2.00/8.00 25% 6.00	0.00/0.00 100% 0.00	0.00/0.00 100% 0.00	0.00/8.00 0% 8.00	0.00/8.00 0% 8.00
08:00 AM	0.00/8.00 0% 8.00	0.00/8.00 0% 8.00	0.00/8.00 0% 8.00	0.00/0.00 100% 0.00	0.00/0.00 100% 0.00	0.00/8.00 0% 8.00	0.00/8.00 0% 8.00
08:00 AM	0.00/8.00 0% 8.00	0.00/8.00 0% 8.00	0.00/8.00 0% 8.00	0.00/0.00 100% 0.00	0.00/0.00 100% 0.00	0.00/8.00 0% 8.00	0.00/8.00 0% 8.00

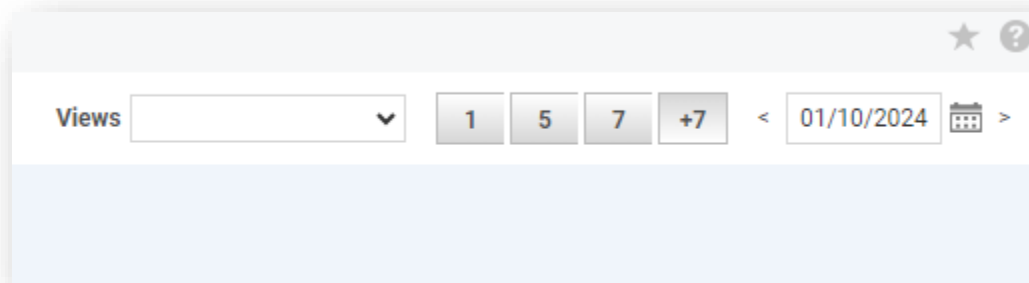
M-Theory Group



Title Here
Subtitle Here



You can select the number of days you wish to view, or scroll back and forth between weeks of the calendar.



To view the notes of the ticket, hover over the appointment in the calendar.

