

FSM Search Criteria

- To search for orders, dispatchers can use any of the following search criteria, depending on the information available to them.
 - **FSM ID** = The FSM order number
 - **BEP External Order ID** = The order number from the parent system (used for all US residential)
 - **Order Status** = The current status of the order
 - **Order Type** = Type of order: Service Call, Install, Audit, etc.
 - **Open Escalation** = The ability to search for orders by open escalations
 - **Audit Status** = The current status of the Audit
 - **Audit Result** = The ability to search using audit results
 - **Account Number** = *Currently not available to search with as FSM uses an alpha-numeric account number*
 - **Service Agreement** = *Currently not available to search with as FSM uses an alpha-numeric account number*
 - **Sales Channel** = The ability to search using the Sales Channel
 - **Customer Name** = The ability to search using the customer's name. Enter last name, first name to search.
 - **Phone Number** = The ability to search by a phone number
 - **Beam Number** = The ability to search by beam
 - **VIP Type** = The ability to search by VIP account types
 - **Commercial** = The ability to search all commercial accounts
 - **Satellite** = The ability to search by Satellite
 - **Technician** = The ability to search by a

technician's name

- **State** = The ability to search by state
- **Fulfillment Partner** = The partners name that is assigned to the appointment
- **Service Region** = The ability to search by the Service Region
- **Created Date** = The date the order was created
- **Scheduled Date** = The date the appointment was scheduled
- **Cancelled Date** = The date the appointment was cancelled
- **Completed Date** = The date the appointment was completed
- **Slot** = Time slot of the scheduled appointment
- **Product ID** = The ability to search by product ID
- **Clear Filters** = Clears any previous filters set in the search screen.