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.