

FSMv5: Create, Edit, & Copy a Time Slot

Summary

Audience: Dispatchers, Admin Support

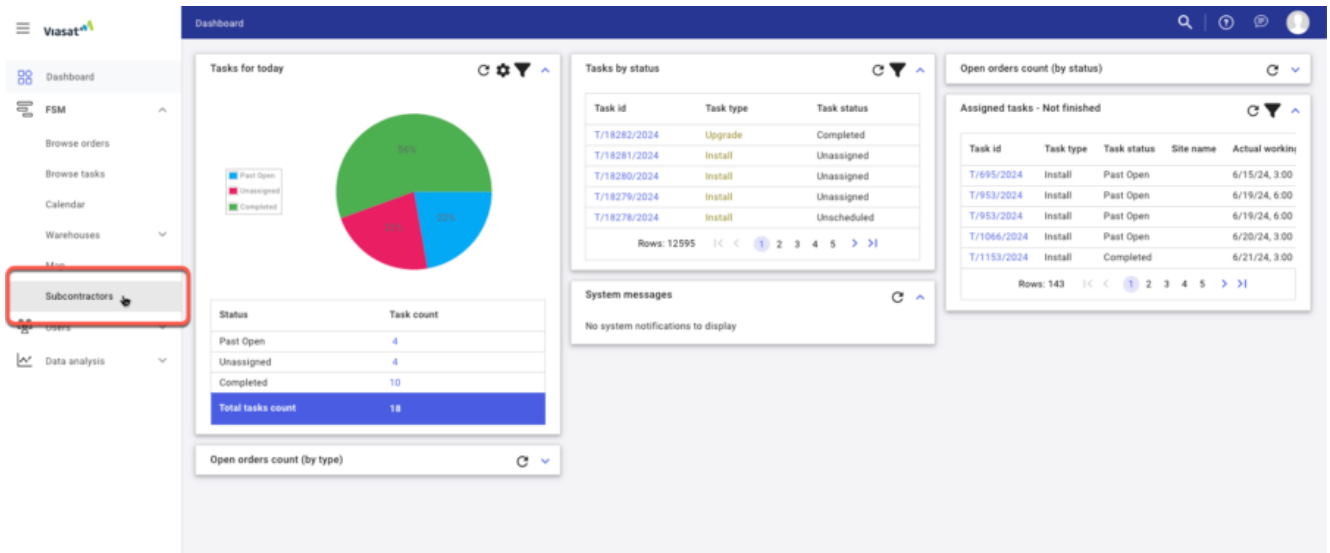
This Job Aid is for all FSM dispatch users and individuals who schedule installations and service calls using the FSM website to manage orders and tasks.

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Create a time slot

From the FSM **Dashboard**, open the left menu... select **FSM**, and click on **Subcontractors**.



The Subcontractors page opens.

The screenshot shows the 'Subcontractors' page in the Viasat FSM system. The page has a blue header bar with 'FSM / Subcontractors'. Below the header, there is a 'Filters' section with the following elements:

- A message: 'Please select organization unit to show schedule'.
- Organization units:** A search bar with a magnifying glass icon and a dropdown menu showing 'Viasat - Root' and 'United States - Country'.
- Service regions:** A dropdown menu.
- Task types:** A dropdown menu.
- A 'Clear filter' button.

Select your **Organizational units** or Offices.

FSM / Subcontractors

Subcontractors

Filters

Organization units:

Viasat - Root

United States - Country

DIRECTV - Fulfillment Partner

DTV Corporate Office - Office

Service regions:

Task types:

Clear filter

Calendar

Remove

Copy

Now

< August 2024 >

Month

Week

Day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	31	1	2	3	4
<div>8:00 am</div> <div>Free slots: 229/250</div> <div>8:00 am</div> <div>Free slots: 50/50</div> <div>+5 Others</div>	<div>8:00 am</div> <div>Free slots: 241/250</div> <div>8:00 am</div> <div>Free slots: 50/50</div> <div>+5 Others</div>	<div>8:00 am</div> <div>Free slots: 196/200</div> <div>8:00 am</div> <div>Free slots: 50/50</div> <div>+5 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>
5	6	7	8	9	10	11
<div>8:00 am</div> <div>Free slots: 48/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 41/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 48/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 48/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>
12	13	14	15	16	17	18
<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>
19	20	21	22	23	24	25
<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>
26	27	28	29	30	31	1
<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>	<div>8:00 am</div> <div>Free slots: 50/50</div> <div>11:00 am</div> <div>Free slots: 50/50</div> <div>+2 Others</div>

The Calendar will populate with current slots. If no slots have been built the calendar may appear blank.

Select your **Service region(s)**.
 Select all the **Service regions** that are a part of your office or that you want to create the time slot for.

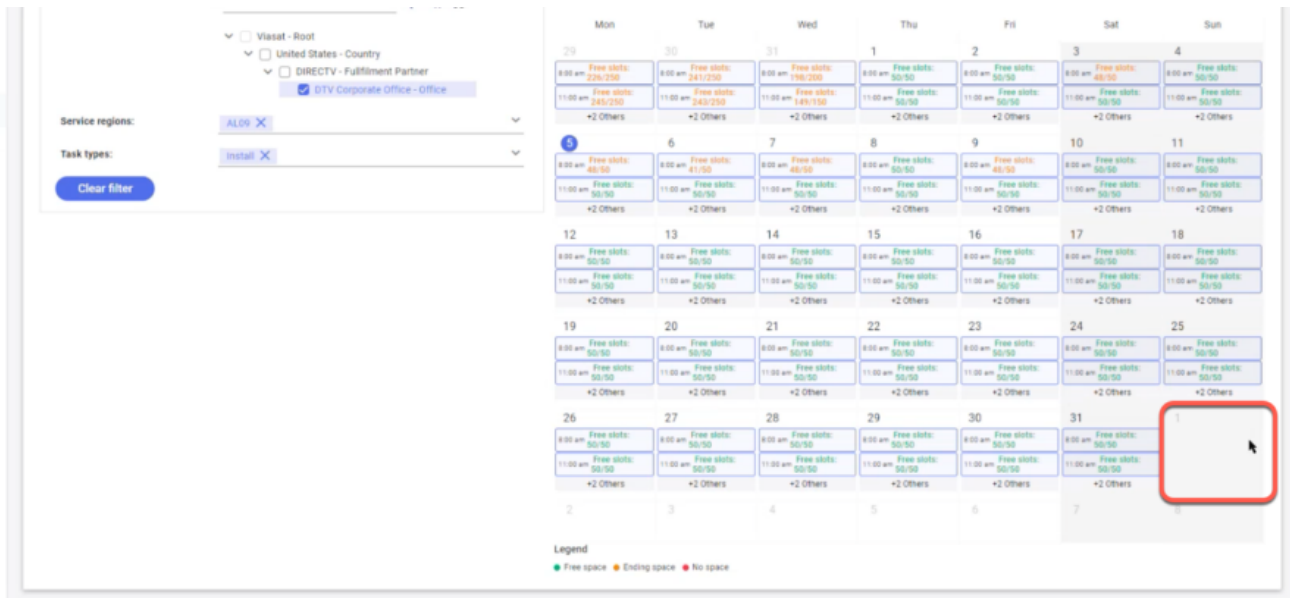
The screenshot shows the 'Subcontractors' interface. On the left, the 'Filters' panel includes 'Organization units' (with 'DIRECTV - Fulfillment Partner' and 'DTV Corporate Office - Office' selected), 'Service regions' (with 'AL05' selected), and 'Task types' (with 'Install' selected). A search bar is present in the 'Task types' dropdown. On the right, the 'Calendar' view shows a grid for August 2024. Each day's slot is labeled 'Free slots: 8:00 am - 11:00 am' and '+2 Others'. The calendar has tabs for 'Month', 'Week', and 'Day'.

Next, select the task types for which you would like to create a time slot. You can select as many different Task types for each time slot.

For example: if you want to create time slots only for installs or service calls, only select install, service calls, or both.

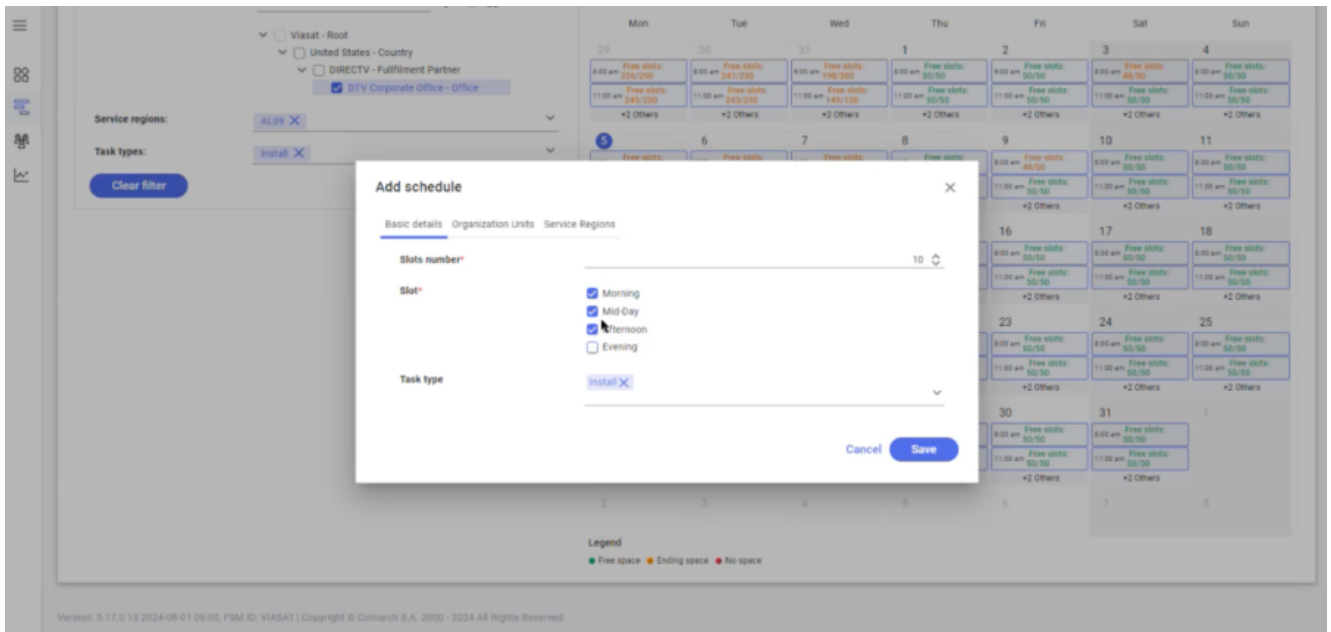
This screenshot is similar to the first one, but the 'Task types' dropdown is expanded, showing a list of task types: 'Install', 'Commercial Additional Product Install', 'Community Install', 'Commercial Install', 'Additional Product Install', and 'Community Additional Product Install'. The 'Install' option is selected. The calendar view on the right remains the same, showing the August 2024 grid.

In the calendar, click on the day you would like to create the time slot.

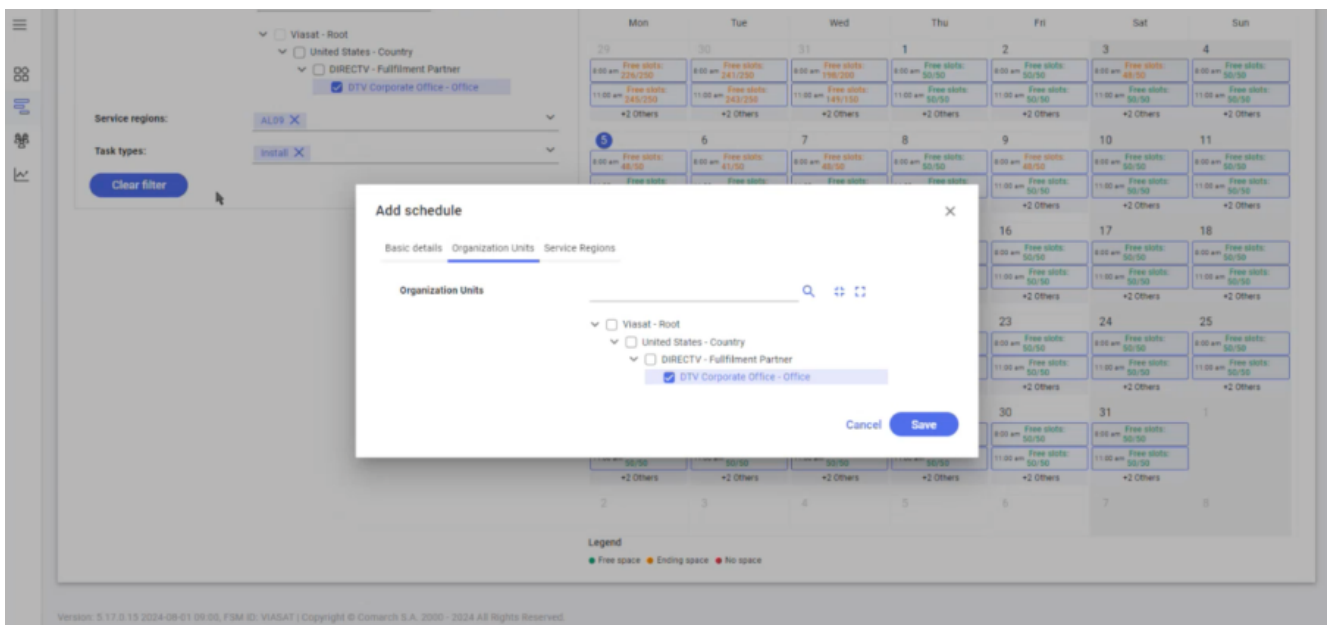


The **Add schedule** window opens. Under the **Basic details** you can add:

- Slots number (number of open slots during this time)
- Slot (Morning, Mid-day, Afternoon, or Evening)
- Task Type (You selected Install but you can add a Task type if needed)



Select the Organizational Units tab.
Make sure your organization is selected.



Select the Service Region tab.

Make sure your service region is select. If not, you can add or remove from here.

The screenshot shows a web application interface for adding a schedule. At the top, there's a header with a menu icon, a dropdown for 'Viasat - Root', and a dropdown for 'United States - Country'. Below this is a calendar view showing days of the week (Mon to Sun) and dates (29 to 4). The main content area is titled 'Add schedule' and has three tabs: 'Basic details', 'Organization Units', and 'Service Regions'. The 'Service Regions' tab is active. It contains two sections: 'Assigned Service Regions' and 'Available Service Regions'. The 'Assigned Service Regions' section shows a search bar, a 'No records found' message, and a pagination bar with 'Page: 1/1' and a '10' dropdown, with an 'Unassign' button. The 'Available Service Regions' section shows a search bar, a list of regions (AL09, AL10, AL20, AL21, AR26, AR27, AZ05, AZ35, CA01, CA13) with checkboxes, and a pagination bar with 'Page: 1/63' and a '10' dropdown, with an 'Assign' button highlighted by a mouse cursor. At the bottom right, there are 'Cancel' and 'Save' buttons. A footer at the bottom left contains version information: 'Version: 5.17.0.15 2024-09-01 09:30, FIRM ID: VIASAT | Copyright © Comarch S.A. 2000 - 2024 All Rights Reserved.'

Click Save when you are ready to add the slot.

You will see the “Calendar object added” box.

▼

Viasat - Root

▼

United States - Country

▼

DIRECTV - Fulfillment Partner

▼

DTV Corporate Office - Office

Service regions:

ALOS X

Task types:

Install X

Clear filter

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29 8:00 am Free slots: 236/250 11:00 am Free slots: 245/250 +2 Others	30 8:00 am Free slots: 241/250 11:00 am Free slots: 243/250 +2 Others	31 8:00 am Free slots: 198/200 11:00 am Free slots: 143/150 +2 Others	1 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	2 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	3 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	4 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others
5 8:00 am Free slots: 46/50 11:00 am Free slots: 50/50 +2 Others	6 8:00 am Free slots: 41/50 11:00 am Free slots: 50/50 +2 Others	7 8:00 am Free slots: 46/50 11:00 am Free slots: 50/50 +2 Others	8 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	9 8:00 am Free slots: 46/50 11:00 am Free slots: 50/50 +2 Others	10 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	11 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others
12 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	13 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	14 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	15 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	16 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	17 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	18 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others
19 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	20 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	21 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	22 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	23 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	24 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	25 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others
26 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	27 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	28 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	29 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	30 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	31 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others	1 8:00 am Free slots: 50/50 11:00 am Free slots: 50/50 +2 Others
2	3	4	5	6	7	8

Legend

Free space

Ending space

No space

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Edit a time slot

To edit a time slot, on the calendar click on the time slot.

<div>5</div> <div>8:00 am Free slots: 48/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>6</div> <div>8:00 am Free slots: 41/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>7</div> <div>8:00 am Free slots: 48/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>8</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>9</div> <div>8:00 am Free slots: 48/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>10</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>11</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>
<div>12</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>13</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>14</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>15</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>16</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>17</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>18</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>
<div>19</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>20</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>21</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>22</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>23</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>24</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>25</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>
<div>26</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>27</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>28</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>29</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>30</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>31</div> <div>8:00 am Free slots: 50/50</div> <div>11:00 am Free slots: 50/50</div> <div>+2 Others</div>	<div>1</div> <div>8:00 am Free slots: 10/50</div>
2	3	4	5	6	7	8

Legend

● Free space ● Ending space ● No space

The Schedule details window opens. You can make any changes to the slot in this window.

Viasat - Root

United States - Country

DIRECTV - Fulfillment Partner

DTV Corporate Office - Office

Service regions:

ALDR

Task types:

Initial

Clear filter

Mon

Tue

Wed

Thu

Fri

Sat

Sun

29

30

31

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

1

Basic details

Organization Units

Service Regions

Available slots

10/10

Slots number*

10

Slot*

Morning

Mid-Day

Afternoon

Evening

Task type

Delete

Cancel

Show tasks

Ok

Legend

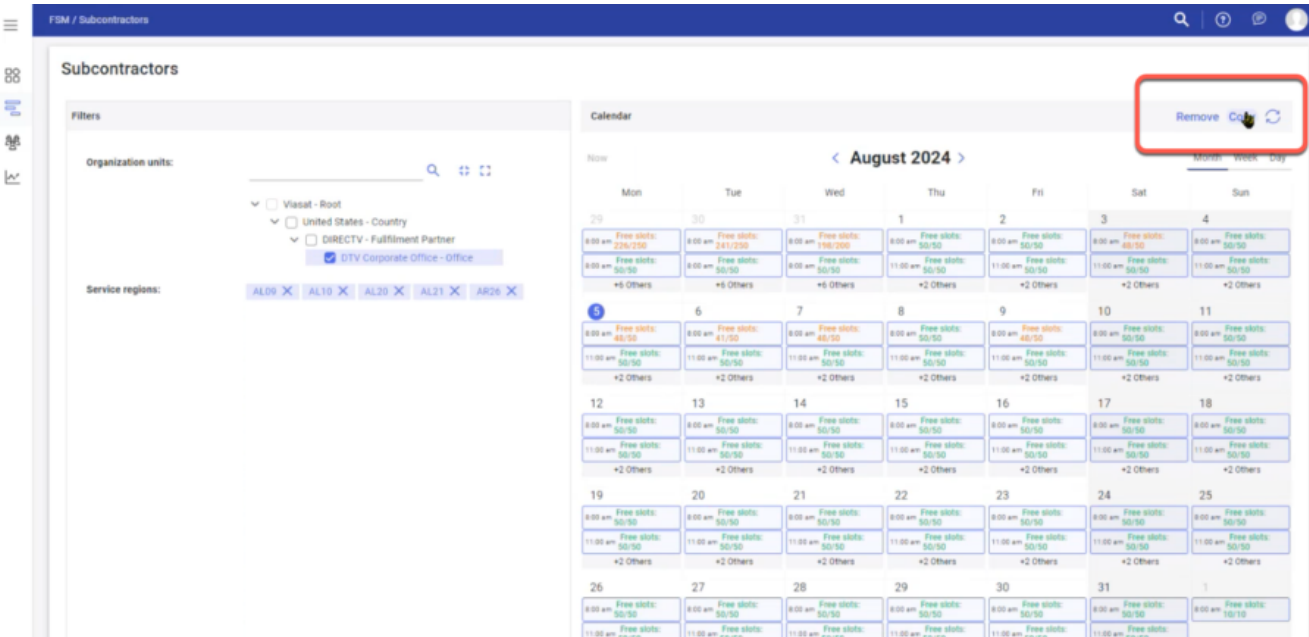
● Free space ● Ending space ● No space

Click OK when you have updated the slot.

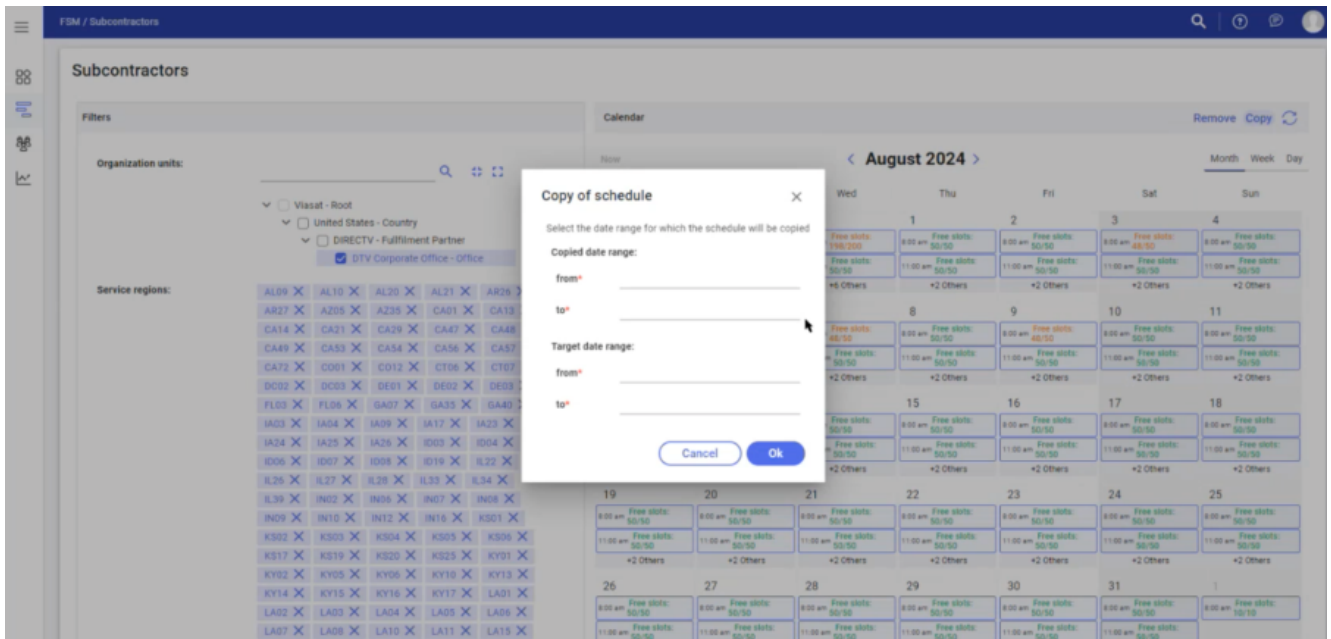
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Copy Time Slots

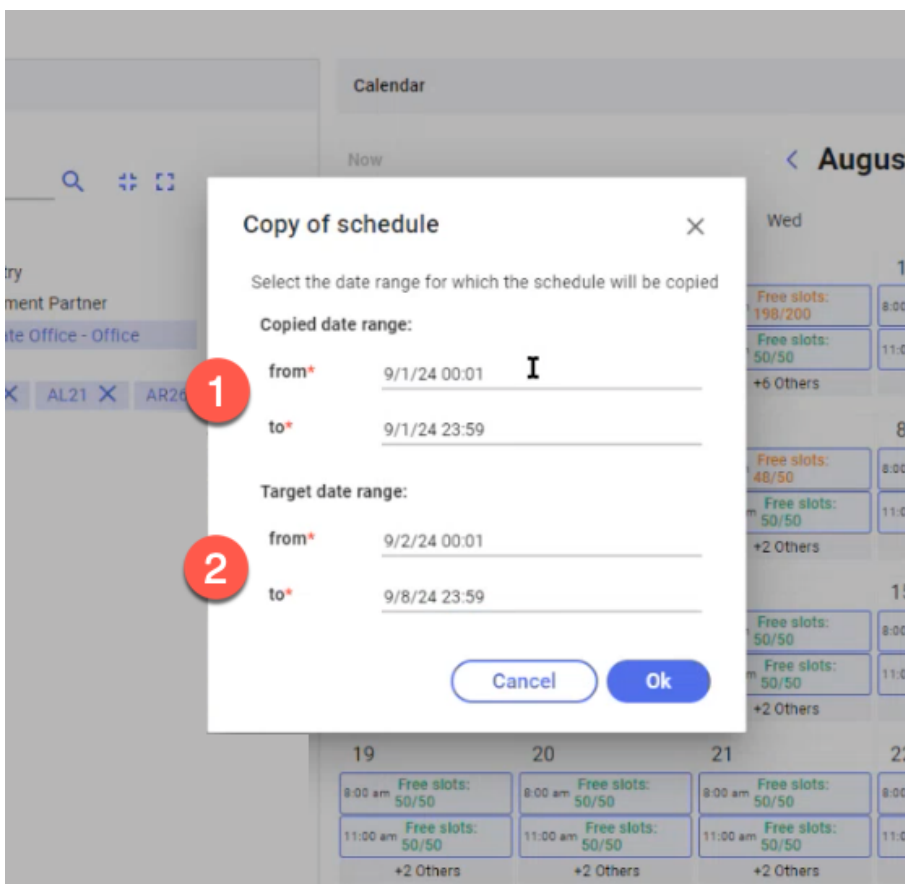
To copy a time slot or time slots, click on the **Copy** button in the top right corner.



The **Copy of schedule** window opens.



You can copy a day of timeslots or a range of time slots, to another day, a week, or a month.



1. In this example, we have a **Copied date range:** of 1 day from 9/1/24 (date) 00:01 (minutes) to 9/1/24 23:59.
2. We want to copy all the slots during the day of 9/1/24 to the **Target date range:** which will be a week. To do so, we select the **from 9/2/24 00:01 to 9/8/24 23:59** and click OK.

Note: The time is based on the 24-hour clock.

So 00:01 is the first minute of the day and 23:59 is the last minute of the day.

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