

# FSMv5: Create, Edit, & Copy a Time Slot

## Summary

**Audience:** Dispatchers, Admin Support

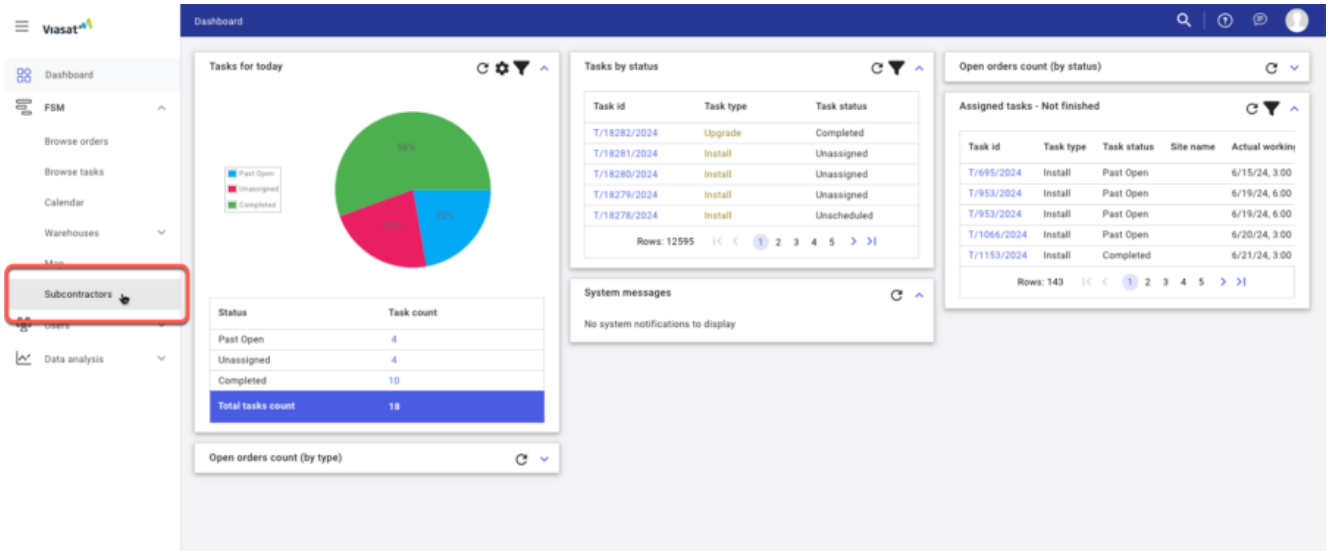
This Job Aid is for all FSM dispatch users and individuals who schedule installations and service calls using the FSM website to manage orders and tasks.

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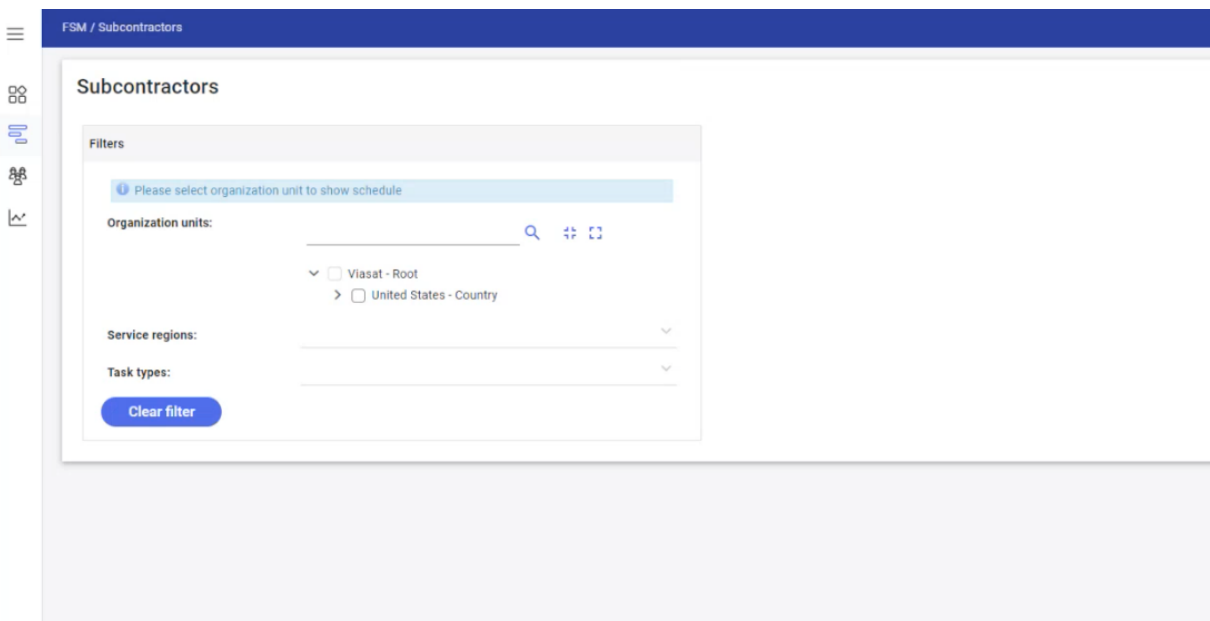
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Create a time slot

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



The Subcontractors page opens.



Select your **Organizational units** or Offices.

The screenshot displays the 'Subcontractors' interface. On the left, there is a 'Filters' panel with the following sections:

- Organization units:** A search bar and a tree view showing a hierarchy: 'Viasat - Root' (expanded), 'United States - Country' (expanded), 'DIRECTV - Fulfillment Partner' (expanded), and 'DTV Corporate Office - Office' (selected).
- Service regions:** A dropdown menu.
- Task types:** A dropdown menu.
- A 'Clear filter' button.

On the right, there is a 'Calendar' view for August 2024. The calendar shows a grid of days from Monday to Sunday. Each day contains a table of time slots. The slots are represented as blue boxes with the following information:

- Time range (e.g., 8:00 am - 11:00 am).
- Slot type: 'Free slots'.
- Count: '+2 Others'.

For example, on Monday (8/29), there are two slots: 8:00 am - 11:00 am and 11:00 am - 8:00 am, both labeled 'Free slots' and '+2 Others'. The calendar also includes navigation arrows for the month and options to 'Remove' or 'Copy' the view.

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.

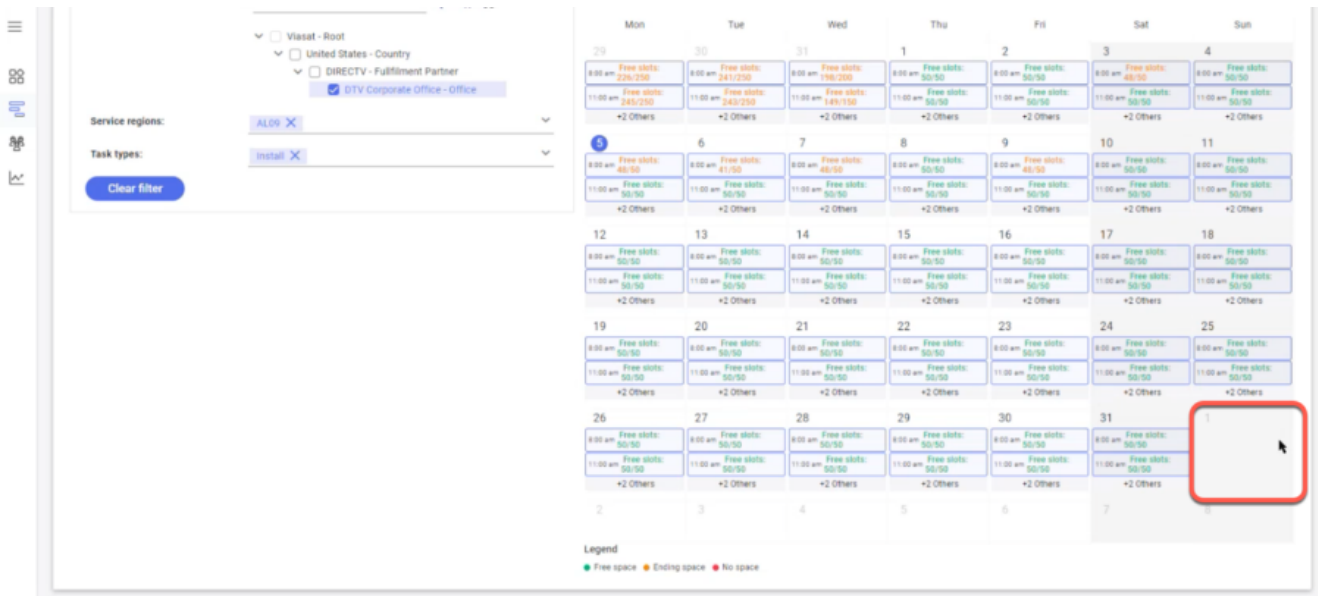
The screenshot shows the 'Subcontractors' interface. On the left, the 'Filters' panel is active, showing 'Organization units' with 'DIRECTV - Fulfillment Partner' selected and 'DTV Corporate Office - Office' checked. Under 'Task types', a dropdown menu is open, listing various task types including IN08, IN09, IN10, IN12, IN16, and KS01. On the right, a calendar for August 2024 is displayed, showing a grid of days with time slots (8:00 am, 11:00 am) and 'Free slots' for each. A blue circle highlights a specific time slot on August 5th.

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.

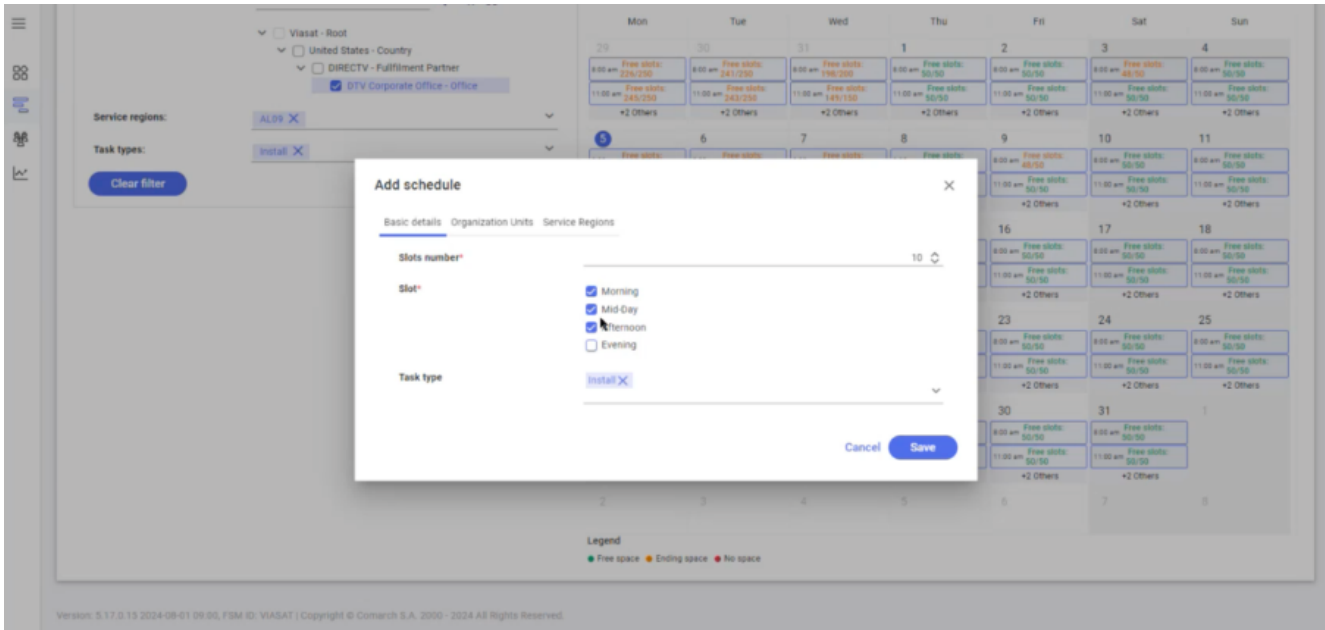
This screenshot shows the same 'Subcontractors' interface, but with the 'Task types' dropdown menu open and 'Install' selected. The 'Service regions' filter is now set to 'AL05'. The calendar on the right remains the same, with the blue circle still highlighting the time slot on August 5th.

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

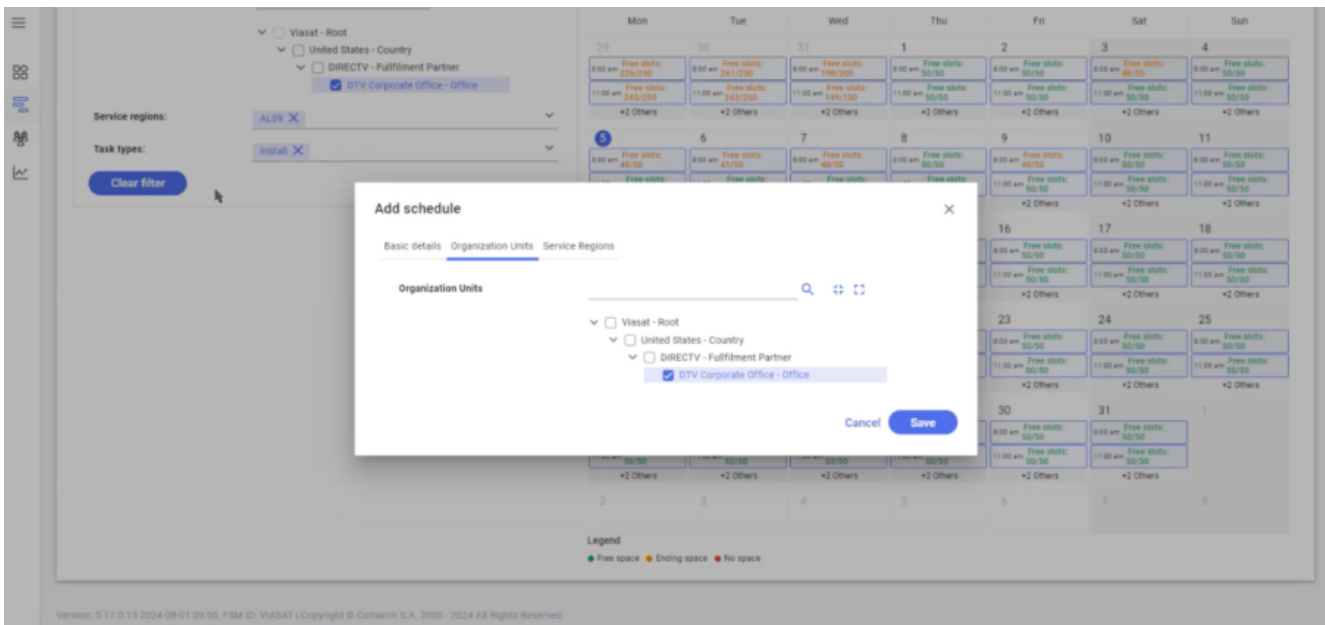


The **Add schedule** window opens. Under the **Basic details** you can add:

- 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)

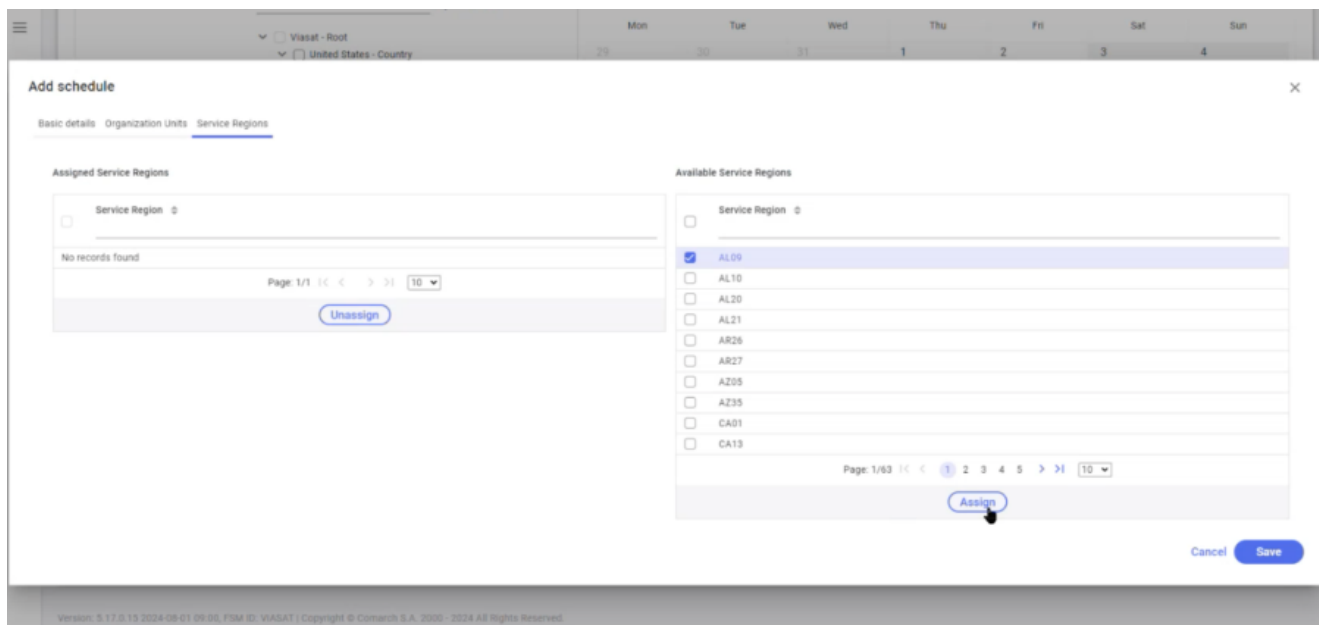


Select the Organizational Units tab.  
Make sure your organization is selected.



Select the Service Region tab.

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



Click Save when you are ready to add the slot.

You will see the “Calendar object added” box.

The screenshot displays a calendar interface with a left-hand navigation panel and a main calendar grid. The navigation panel includes filters for 'Service regions' (AL09) and 'Task types' (Install). The calendar grid shows days from Monday to Sunday, with time slots for 8:00 am and 11:00 am. A blue box highlights a message 'Calendar object edited' on the 3rd of the month. A red box highlights a time slot on the 31st of the month, which is being clicked by a mouse cursor. A legend at the bottom indicates 'Free space', 'Ending space', and 'No space'.

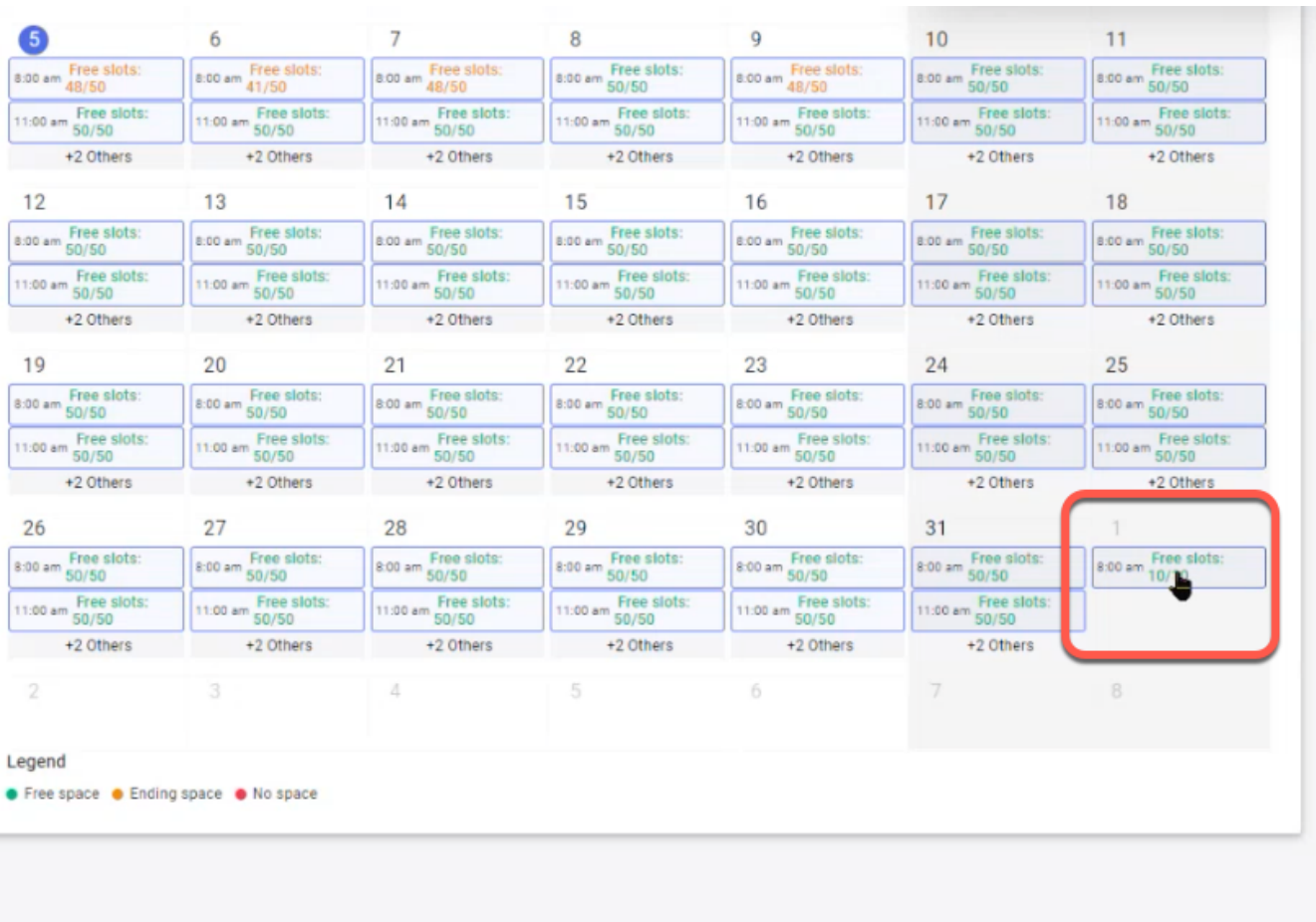
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Edit a time slot

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





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

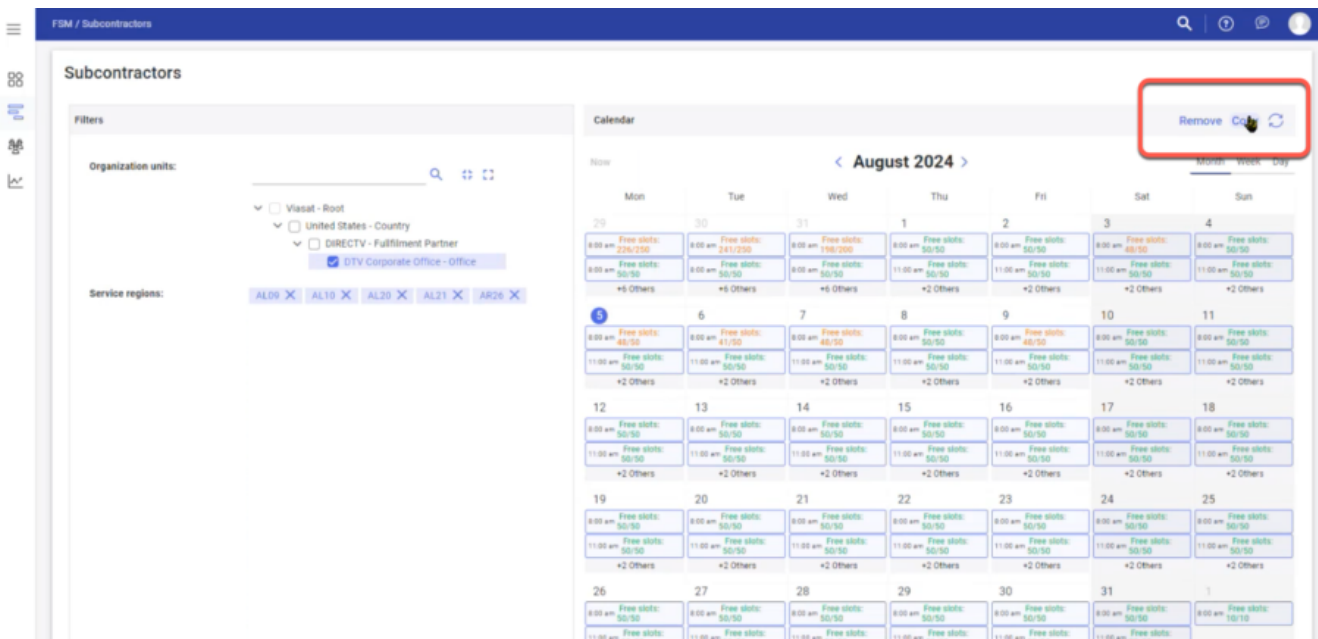
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Click OK when you have updated the slot.

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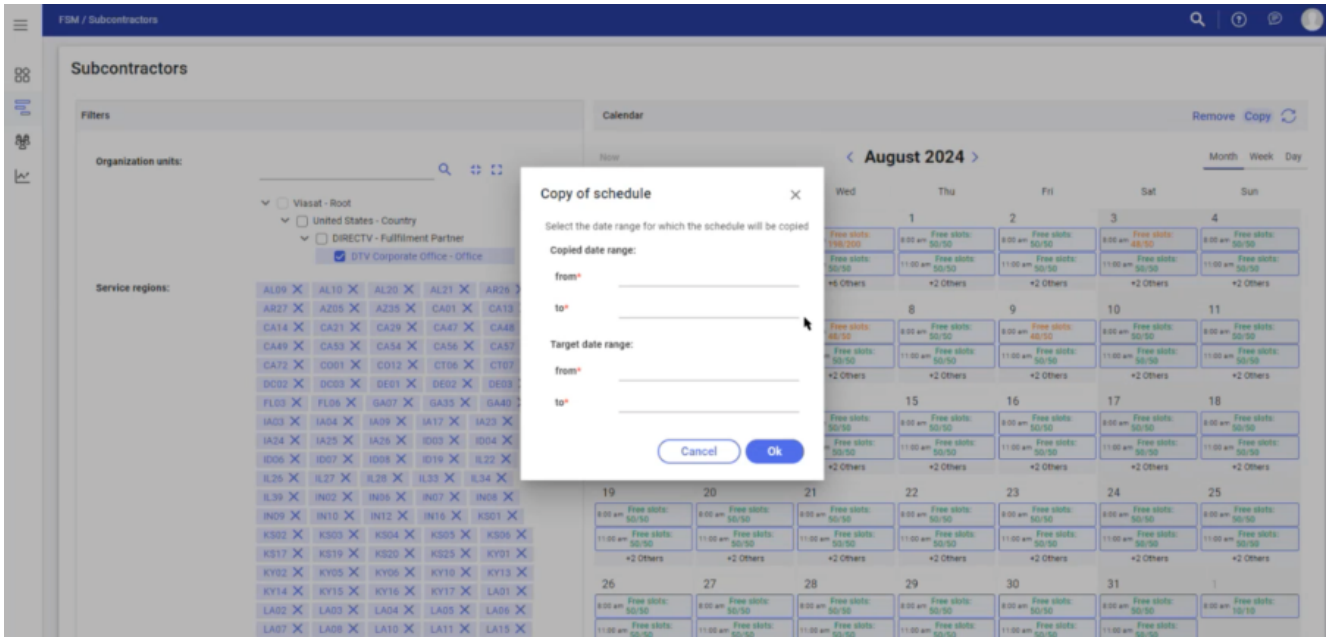
## Copy Time Slots

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

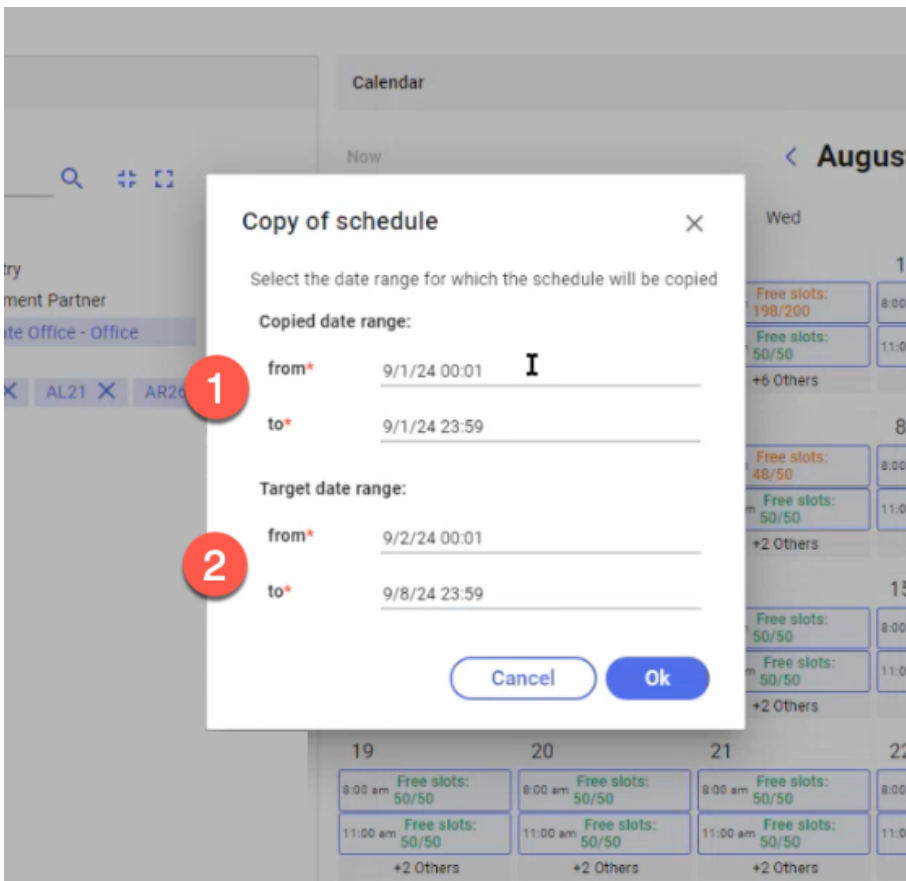


The screenshot displays the 'Subcontractors' interface. On the left, there are filters for 'Organization units' (including 'Viasat - Root', 'United States - Country', and 'DIRECTV - Fulfillment Partner') and 'Service regions' (AL00, AL10, AL20, AL21, AR20). The main area is a calendar for August 2024, showing a grid of days with time slots. Each slot contains text like 'Free slots: 226/256' and '+8 Others'. A red box highlights the 'Remove Copy' button in the top right corner of the calendar view.

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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