

FSMv5: Schedule, assign, & unassign a Task

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.

Table of Contents

- [Schedule Task](#)
- [Assign Task](#)
- [Unassign a Task](#)

Schedule a Task

Open the **Unscheduled** Task and verify the **Date from** date and time range.

FSM / Browse tasks / Task details (T/18587/2024)

Task details: T/18587/2024

Task status: Unscheduled Change status

Basic data Customer QOI Equipment and services

Basic data

Task id: T/18587/2024

Work order id: WO/18389/2024

Technology: Internet

Work order type: Customer Work Order

Task type: Install

Priority: Low

Location: Boston 02113, 300 Hanover Street

Customer number: reInId_795f8f27-e3a9-4ab5-9149-e0714806ad7f

AD supported: ☒

Service regions: MA07

Earliest realization time: ☒ None

SLA: 10/22/24, (154-35) 11:40 PM

BEP External ID: 31511336-19ba-551b-ac6c-c25430b1135e

Status reason: No value.

Dealer ID: 200015759

Self installing: ☐ Yes ☒ No

Sales channel: US_RESIDENTIAL_FFL

Assignment details

Organization unit

Appointment slot

Count of schedule changes: 0

Count of time slot changes: 0

Assign the task

Contractors: Select

Date from: 10/16/24, 01:15 PM to 10/22/24, 11:40 PM

Get slots Get time slots (CSO)

Notes

Content

[+ Add note](#)

System FSM - Inbound reactor api (service-account-fsm-api-qa), 10/15/24, 11:41 PM
Updated FSI with service activation code.

System FSM - Inbound reactor api (service-account-fsm-api-qa), 10/15/24, 11:40 PM
Webpage with audit images: <https://apis.vega-dev.viasat.io/tech-tools-api/audit/1c3c9dbe-c68e-38cf-b586-a8fb6ea4d132>

Select **Get slots** button.

The Choose timeslot window opens.

FSM / Browse tasks / Task details (T/18587/2024)

Task details: T/18587/2024

Go to work orderCalendar

Task status: Unscheduled

Change status

Choose timeslot

Assignment details

Organization unit

Appointment slot

Count of schedule changes: 0

Count of time slot changes: 0

	Appointment slot date	Appointment slot time	Available variants	Details
Change appointment	10/18/24	Morning	1	
Change appointment	10/18/24	Mid-Day	1	
Change appointment	10/18/24	Afternoon	1	
Change appointment	10/18/24	Evening	1	
Change appointment	10/19/24	Morning	1	
Change appointment	10/19/24	Mid-Day	1	
Change appointment	10/19/24	Afternoon	1	
Change appointment	10/19/24	Evening	1	
Change appointment	10/20/24	Morning	1	

(1 of 3) < > 1 2 3 > >

Data analysis

Dealer ID: 200015759

Self installing: ☐ Yes ☒ No

Sales channel: US_RESIDENTIAL_FFL

System FSM - Inbound reactor api (service-account-fsm-api-qa), 10/15/24, 11:41 PM
Updated FSI with service activation code.

System FSM - Inbound reactor api (service-account-fsm-api-qa), 10/15/24, 11:40 PM
Webpage with audit images: <https://apis.vega-dev.viasat.io/tech-tools-api/audit/1c3c9dbe-c68e-38cf-b586-a8fb6ea4d132>

Select the Change appointment button to select the open date and time slot for the appointment.

You can see additional open timeslots by selecting the numbers or arrows at the bottom of the window.

The Task is now in the **Unassigned, Task status**. Verify the Appointment slot.

FSM / Browse tasks / Task details (T/18587/2024)

Task details: T/18587/2024

Task status: Unassigned Change status

Task assignment changed

Basic data

Customer

QOI

Equipment and services

Basic data

Task id

T/18587/2024

Work order id

WO/18389/2024

Technology

Internet

Work order type

Customer Work Order

Task type

Install

Priority

Low

Location

Boston 02113, 300 Hanover Street

Customer number

reInId_795f8f27-e3a9-4ab5-9149-e0714806ad7f

AD supported

☒

Service regions

MAD7

Earliest realization time

☒ None

SLA

10/22/24, (154:28) 11:40 PM

BEP External ID

31511336-19ba-551b-ac6c-c25430b1135e

Status reason

No value.

Dealer ID

200015759

Self installing

☐ Yes ☒ No

Sales channel

US_RESIDENTIAL_FFL

Assignment details

Organization unit

DTV Corporate Office

Appointment slot

10/20/24, 12:00 pm - 3:00 pm

Count of schedule changes

0

Count of time slot changes

1

Assign the task

Contractors

Select

Date from

10/16/24, 01:22 PM to 10/22/24, 11:40 PM

Get slots Get time slots (CSO)

Notes

Content

+ Add note

System FSM - Inbound reactor api (service-account-fsm-api-qa), 10/15/24, 11:41 PM
Updated FSI with service activation code.

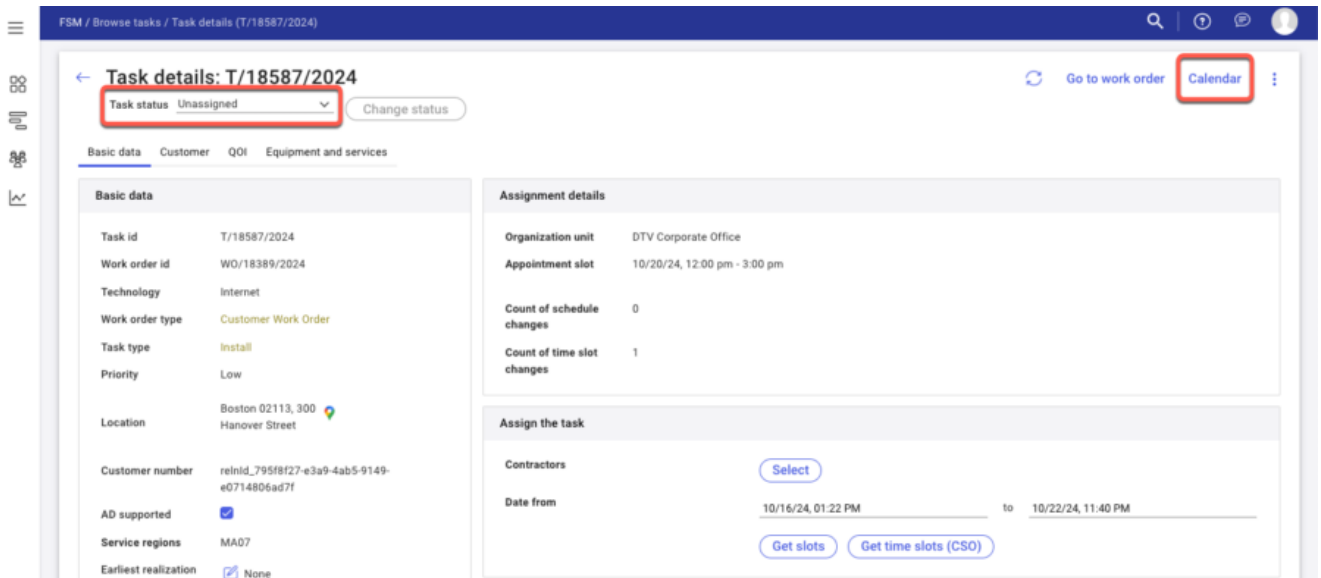
System FSM - Inbound reactor api (service-account-fsm-api-qa), 10/15/24, 11:40 PM
Webpage with audit images: <https://apis.vega-dev.viasat.io/tech-tools-api/audit/1c3c9dbe-c68e-38cf-b586-a8fb6ea4d132>

Now we can assign the Task to a Technician.

[Top of page](#)

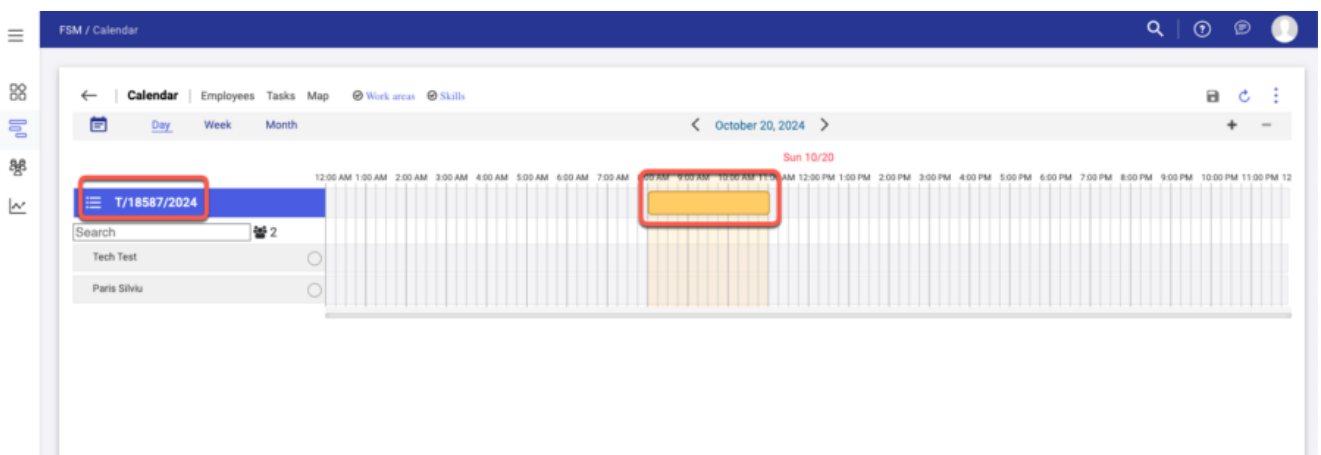
Assign Tasks

To assign a task, click on the **Calendar** button in the top left corner.



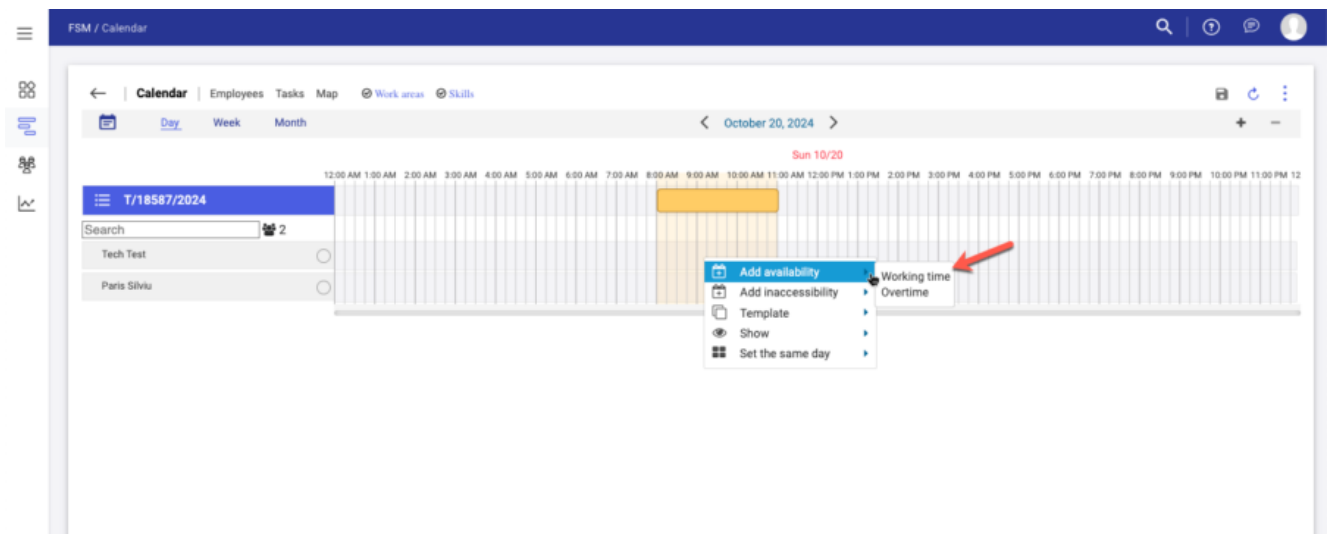
The Calendar window opens. The **Appointment slot** is displayed in yellow in the Task id row.

Note: You can return to the **Task details** page by clicking the **Task id**.



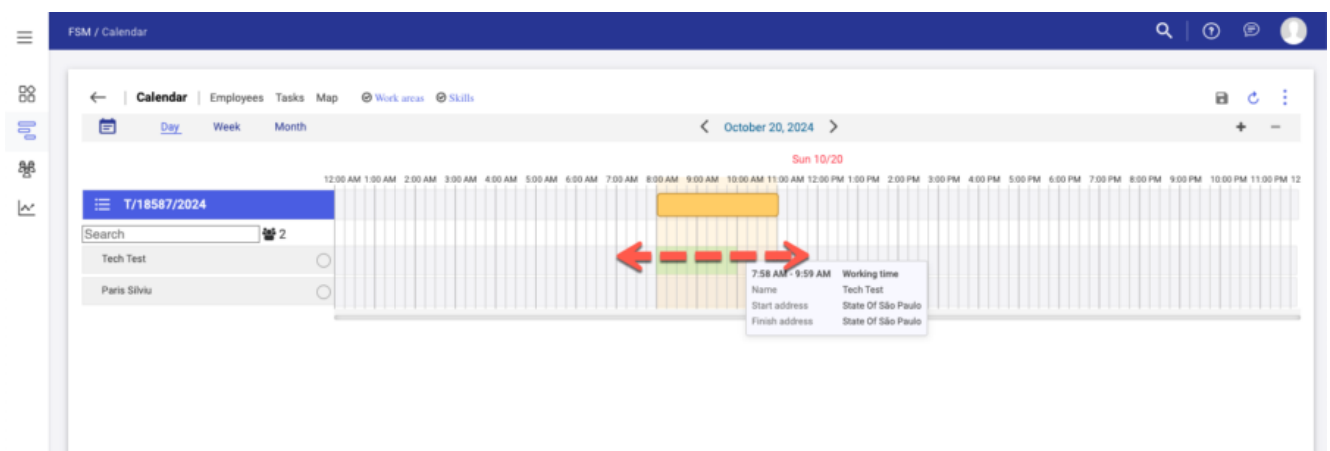
The Technician must have a working time setup to assign the

Task.



Right-click on the Technician row of the calendar. Hover over **Add Availability** and select **Working time**.

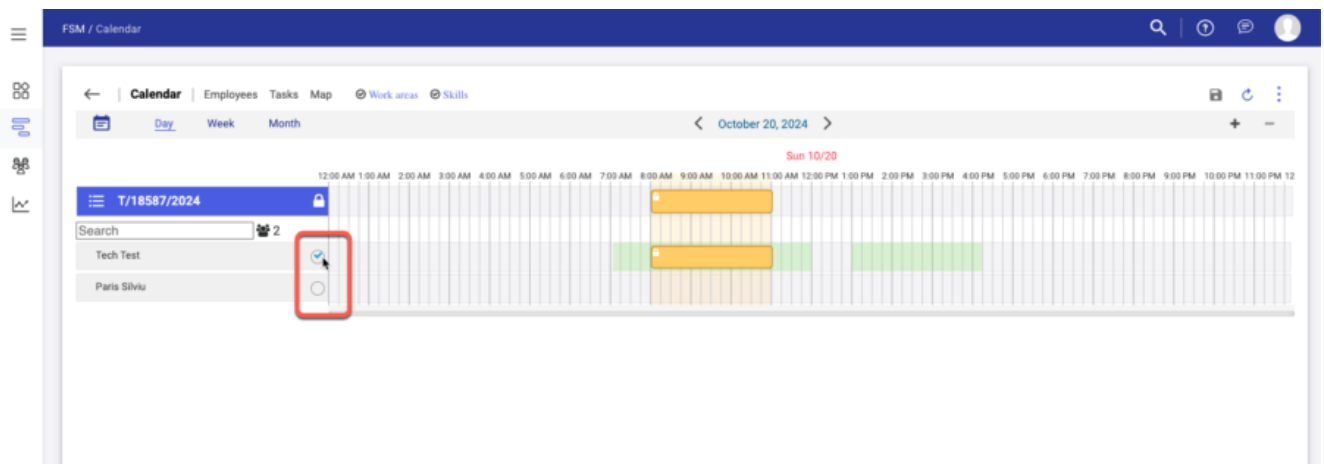
A green bar will be inserted. This represents the technician's available working time.



Drag the green bar in either direction to extend available work times. The green bar must be within the same time limit

or greater than the appointment slot to assign the work order.

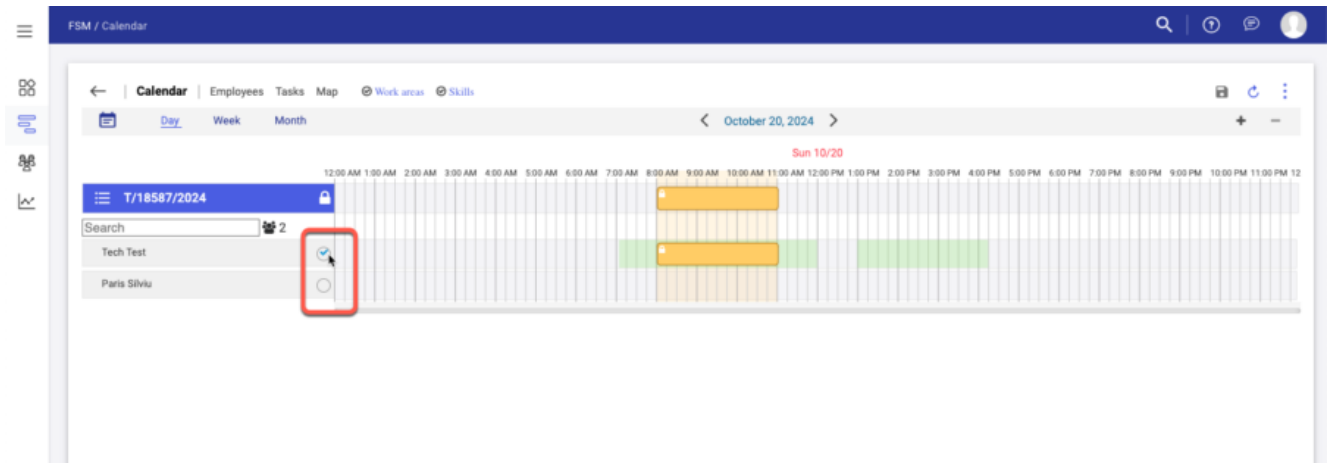
When the work order time frame and technician's available working time (green bar) are inserted, we can now assign the technician to the work order.



Click the checkbox, to the right of the Technician's name to assign the Technician.

[Top of page](#)

Unassign Tasks



To unassign a Technician from the Task, you simply uncheck the box next to the technician.

This will completely remove the technician from the order.

Once you unselect the box it will unassign the technician from the Task and then autosave the Task.

The Task can be assigned to a different technician.

[Top of page](#)