# FSMv5: Search for Order & Browse Order

#### Summary

This Job Aid is for all FSM users using the website to manage orders and tasks.

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- <u>Quick Search</u>
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#### Quick Search

On the FSM Dashboard, and accessible throughout the rest of FSM, the Quick Search box supports multiple search criteria. Here is a quick video demo of the Quick Search:



### **Quick Search Steps**

Searching for an Order or Task can be done using the Magnifying glass Quick Search in the window's top-right.



This will pull up the Work Order or Task details screen. Example of a Task:

← Task details: Task status Unscher	duled  Change status
Basic data Customer	Equipment and services
Basic data	
Task id	T/720/2024
Work order id	W0/694/2024
Technology	Internet
Work order type	Customer Work Order
Task type	Install

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Browse Orders

Using Browse orders to search for:

hboard						Q   💿
System messages No system notificatio	ns to display	G V	Open orders count (by state	86) C 🌣 🔻	^	
Tasks by status		C <b>▼</b> ^				
Task id	Task type	Task status	- Open	Open - 7192		
T/12542/2024	Positive Technician Feedback Escalation	Closed				
T/12540/2024	Damage Claim Escalation	Closed				
T/5015/2024	Urgent Order Notification Escalation	Closed		6. de		
T/4745/2024	No Call No Show Escalation	Closed	Open .	7192		
T/3619/2024	Urgent Order Notification	Closed	Total orders count	7192		
Rows:	12  < < 1 2	3 > >1			_	
			•			
ion: 5.17.1.1 2024-0	-23 15:59, FSM ID: VIAS	AT   Copyright © Comarch S.	A. 2000 - 2024 All Rights Reserved			

- Work order id
- External system id (Orders possibly migrated from FSM v4 into v5)

From the left side menu options, under FSM, select Browse orders:

Bashboard		Tasks for today	C ¢▼ ^	Tasks by status		сŢ	^	Open orders cou	nt (by statu	3)	C	. ~
FSM	~			Task id	Task type	Task status	1	Assigned tasks	Not finishe	d	сŢ	• ~
Browse orders	~			T/9254/2024	Install	Unassigned						
Contraction of the	G		57%	T/9253/2024	Install	Unscheduled		Task id	Task type	Task status	Site na	me
Browse tasks		Unassigned	· · · · · · · · · · · · · · · · · · ·	T/9252/2024	Install	Unscheduled		T/695/2024	Install	Past Open		
Calendar		Past Open		T/9251/2024	Install	Unscheduled		T/953/2024	install	Past Open		
		Continuer		T/9246/2024	Install	Unassigned		T/953/2024	Install	Past Open		
Warehouses	~			Rows: 6663	1< < 1 2	3 4 5 >		T/1066/2024	Install	Past Open		
Map					>1			T/1153/2024	Install	Completed		
Subcontractore								Rows: 74	14 4	1 2 3 4	5 >	
dubcomaciona		1 hanse	12020000						>1			
Users	4	Status	Task count	System messages		C	^					
Data analysis		Unassigned	4	No system potificat	ions to display							
Data anatysis	×	Past Open	5	No system nouncar	one to display							
		Completed	12									

• This will bring up the Browse orders screen.

External process     Customer id     Technologies       id     Customer name     Resource       External process     Area/Office     Select       signature     Area/Office     Select       Creation date     Site name     Additional       Closing date     Site name     Select					Site ID		Closing date
External process     Customer id     Technologies       id     Customer name     Resource       External process     Area/Office     Select       signature     Area/Office     Additional		ibutes			Site name		
External process Customer Id Technologies d Customer name Resource assigned to tasks	elect	ditional	A	ct	Area/Office Set		Signature
External process Customer id Technologies		source signed to tasks	R		Customer name		External process
	~	hnologies	т		Customer id		External process d
External system Term blocked All Crder type	*	ler type	~ 0		Term blocked All		External system id
Work order id Flag V Order status	~	ler status	~ o		Flag		Work order id

• Enter the Work order ID or any filters in the Work order ID field and then select Search.

Select the Work order id link in Work order id column in

search results to pull up the Work order view.

Orde	ers (7145 results )						Bu	k changes G
	Work order id 👙	External system id 👙	External process id 👙	External process signature 👙	Order type	Technologies	Order status 💠	Tasks count
	W0/9741/2024				Customer Work Order	Internet	Open	1
	W0/9740/2024				Customer Work Order	Internet	Open	1
0	W0/9739/2024				Customer Work Order	Internet	Open	1
	W0/9738/2024				Customer Work Order	Internet	Open	1
0	W0/9737/2024				Customer Work Order	Internet	Closed	1
	W0/9736/2024				Customer Work Order	Internet	Open	1
0	W0/9735/2024				Customer Work Order	Internet	Open	1
	W0/9734/2024				Customer Work Order	Internet	Closed	1

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Browse Tasks

Using Browse orders to search for:

- Task id
- Work order id
- Task external id (Orders possibly migrated from FSM v4 into v5)

From the left side menu options, under FSM, select Browse tasks:



This will bring up the Browse tasks screen:

#### Browse tasks

Filters							Change filte	ers
Task id			Create date			Work order type		•
Work order id			Close date			Task type		0
Task external id			Appointment slot date			Task flags	~	2
Work order status		~	Actual working time			Priority		,
Task status		~	Technology		~	Customer id		
Assigned employee type		~	Location	Select		Customer name		_
Assigned			Location range	Select		Site name		_
Area/Office	Select		Item types	Select		Site ID		_
Is locked	All	~	Contractors		~	Additional attributes	Select	
Is blocked	All	~				Additional attributes of Work Order	Select	
						Additional attributes of Items	Select	

Enter the Task id in the Task id field and select the Search button to view results.

C	Search	Clear filters Sav	e as template					Item	5	
Tas	ks (7227 results )								Bulk changes	Go to attachm
0	Task id ≑	Work order id 🗘	Task external id 💠	Work order type 💠	Task type 💠	Work order status 👙	Task status 💠	Priority 💠	Technology 🗢	Country
0	T/9855/2024	W0/9741/2024	20013940	Customer Work Order	Install	Open	Unscheduled	Low	Internet	United States
	T/9854/2024	W0/9740/2024	20012041	Customer Work Order	Install	Open	Past Open	Low	Internet	United States
	T/9853/2024	W0/9739/2024	20013939	Customer Work Order	Install	Open	Unscheduled	Low	Internet	United States
0	T/9852/2024	W0/9738/2024	20013938	Customer Work Order	Install	Open	Unscheduled	Low	Internet	United States
	T/9851/2024	W0/9737/2024	20013937	Customer Work Order	Install	Closed	Completed	Low	Internet	United States
0	T/9850/2024	W0/9736/2024	20013936	Customer Work Order	Install	Open	Unscheduled	Low	Internet	United States
0	T/9849/2024	W0/9735/2024	20013935	Customer Work Order	Install	Open	Unscheduled	Low	Internet	United States
0	T/9848/2024	W0/9734/2024	20013934	Customer Work Order	Install	Closed	Completed	Low	Internet	United States