

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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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:

Dashboard

System messages

No system notifications to display

Tasks by status

Task id	Task type	Task status
T/12542/2024	Positive Technician Feedback Escalation	Closed
T/12540/2024	Damage Claim Escalation	Closed
T/5015/2024	Urgent Order Notification Escalation	Closed
T/4745/2024	No Call No Show Escalation	Closed
T/3619/2024	Urgent Order Notification Escalation	Closed

Rows: 12 | < < 1 2 3 > >

Open orders count (by status)

100%

Status name	Order count
Open	7178
Total orders count	7178

Version: 5.17.1.1 2024-09-23 15:59, FSM ID: VIASAT | Copyright © Comarch S.A. 2000 - 2024 All Rights Reserved.

Quick Search Steps

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

Dashboard

Tasks for today

Tasks by status

Task id	Task type	Task status
T/9084/2024	Install	Completed
T/9083/2024	Equipment Change	Unassigned
T/9082/2024	Install	Completed
T/9081/2024	Commercial Lease Equipment Recovery Service Call	Completed
T/9080/2024	Commercial Service Call	Completed

Rows: 6534 | < < 1 2 3 4 5 > >

Open orders count (by status)

Assigned tasks - Not finished

Task id	Task type	Task status	Site name	Actual working ti
T/695/2024	Install	Past Open		6/15/24, 3:00 PM
T/953/2024	Install	Past Open		6/19/24, 6:00 PM
T/953/2024	Install	Past Open		6/19/24, 6:00 PM
T/1066/2024	Install	Past Open		6/20/24, 3:00 AM
T/1153/2024	Install	Completed		6/21/24, 3:00 PM

Rows: 71 | < < 1 2 3 4 5 > >

System messages

No system notifications to display

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

← **Task details: T/720/2024**

Task status Unscheduled

Basic data Customer Equipment and services

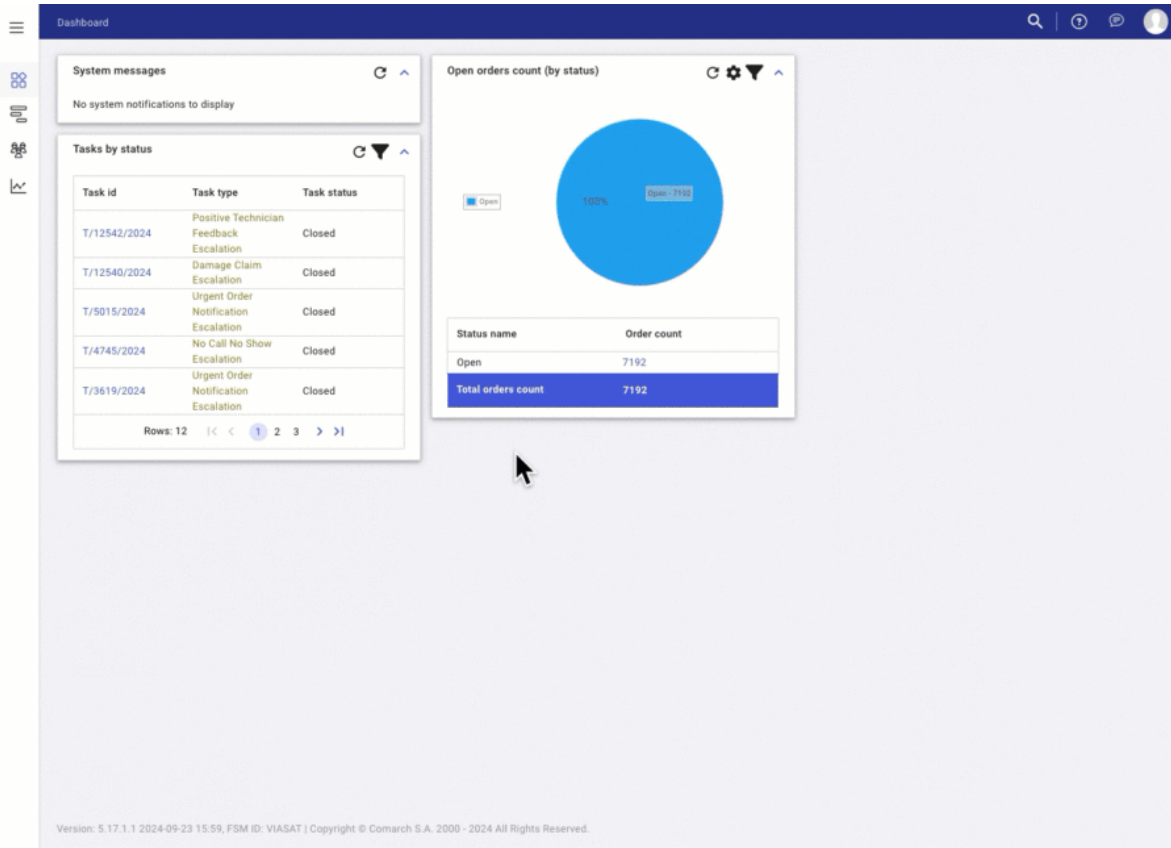
Basic data

Task id	T/720/2024
Work order id	WO/694/2024
Technology	Internet
Work order type	Customer Work Order
Task type	Install

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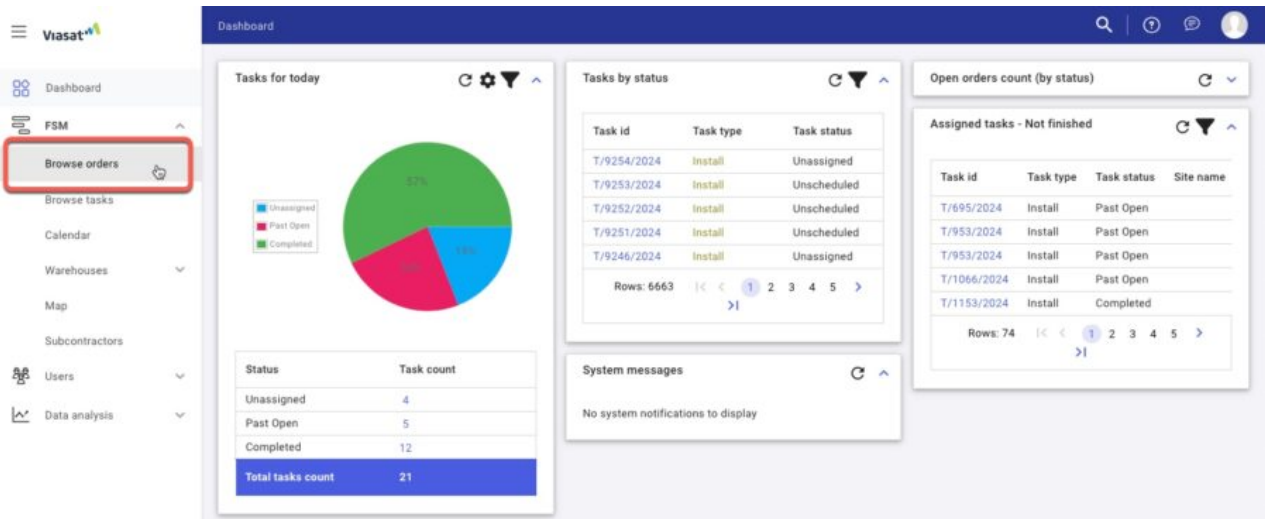
[Browse Orders](#)

Using Browse orders to search for:

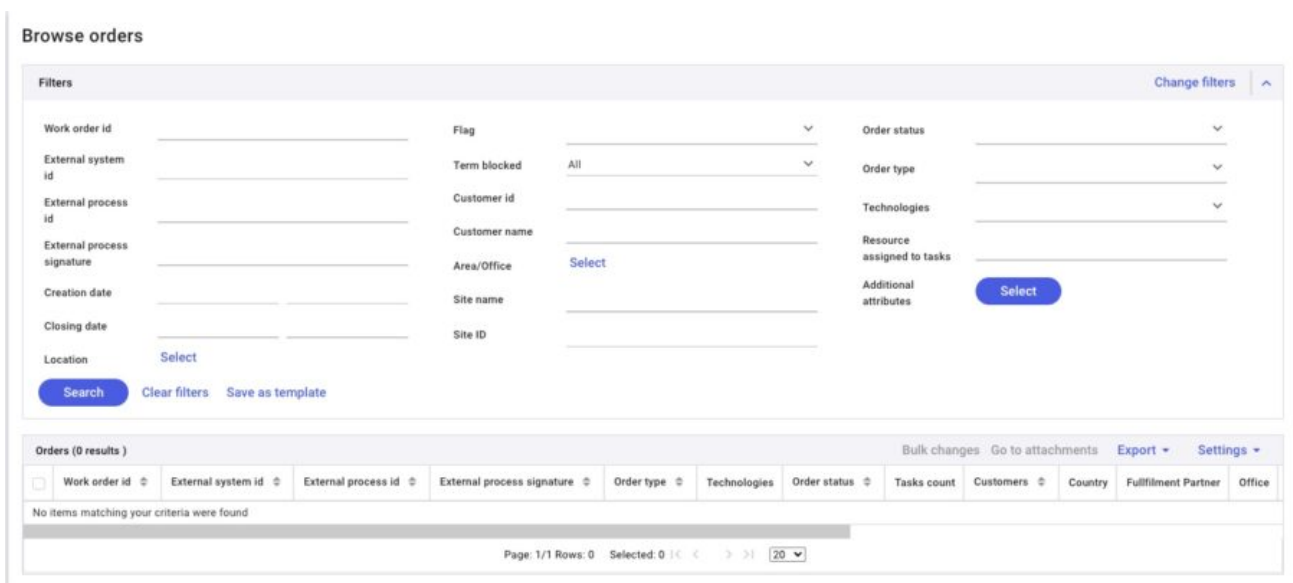


- Work order id
- External system id (Orders possibly migrated from FSM v4 into v5)

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



- This will bring up the Browse orders screen.



- 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.

Orders (7145 results)								Bulk changes	G
<input type="checkbox"/>	Work order id	External system id	External process id	External process signature	Order type	Technologies	Order status	Tasks count	
<input type="checkbox"/>	WO/9741/2024				Customer Work Order	Internet	Open	1	
<input type="checkbox"/>	WO/9740/2024				Customer Work Order	Internet	Open	1	
<input type="checkbox"/>	WO/9739/2024				Customer Work Order	Internet	Open	1	
<input type="checkbox"/>	WO/9738/2024				Customer Work Order	Internet	Open	1	
<input type="checkbox"/>	WO/9737/2024				Customer Work Order	Internet	Closed	1	
<input type="checkbox"/>	WO/9736/2024				Customer Work Order	Internet	Open	1	
<input type="checkbox"/>	WO/9735/2024				Customer Work Order	Internet	Open	1	
<input type="checkbox"/>	WO/9734/2024				Customer Work Order	Internet	Closed	1	

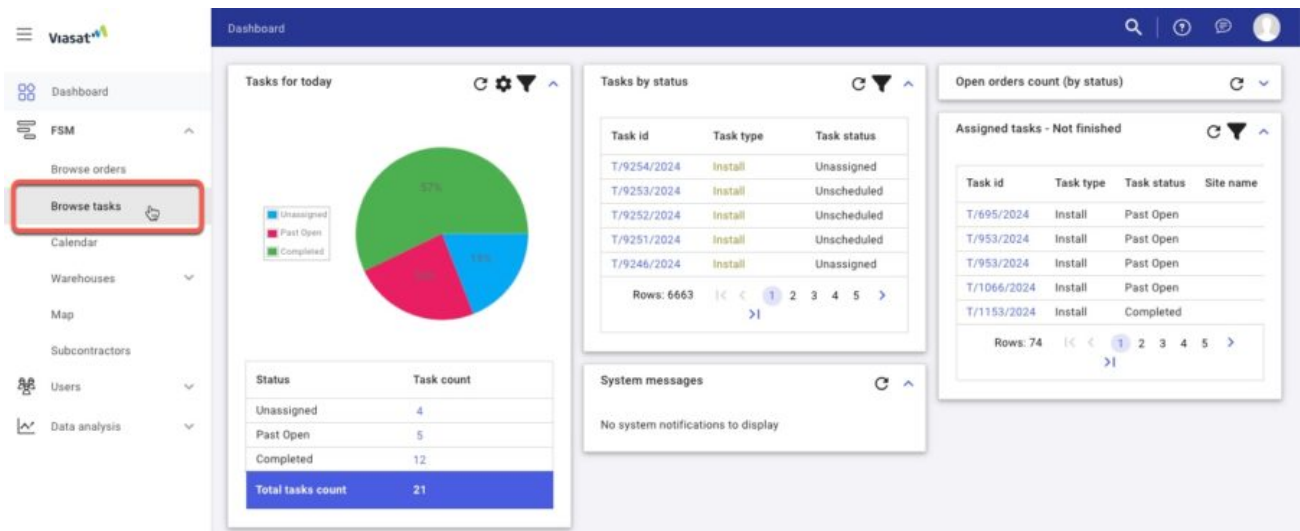
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[Browse Tasks](#)

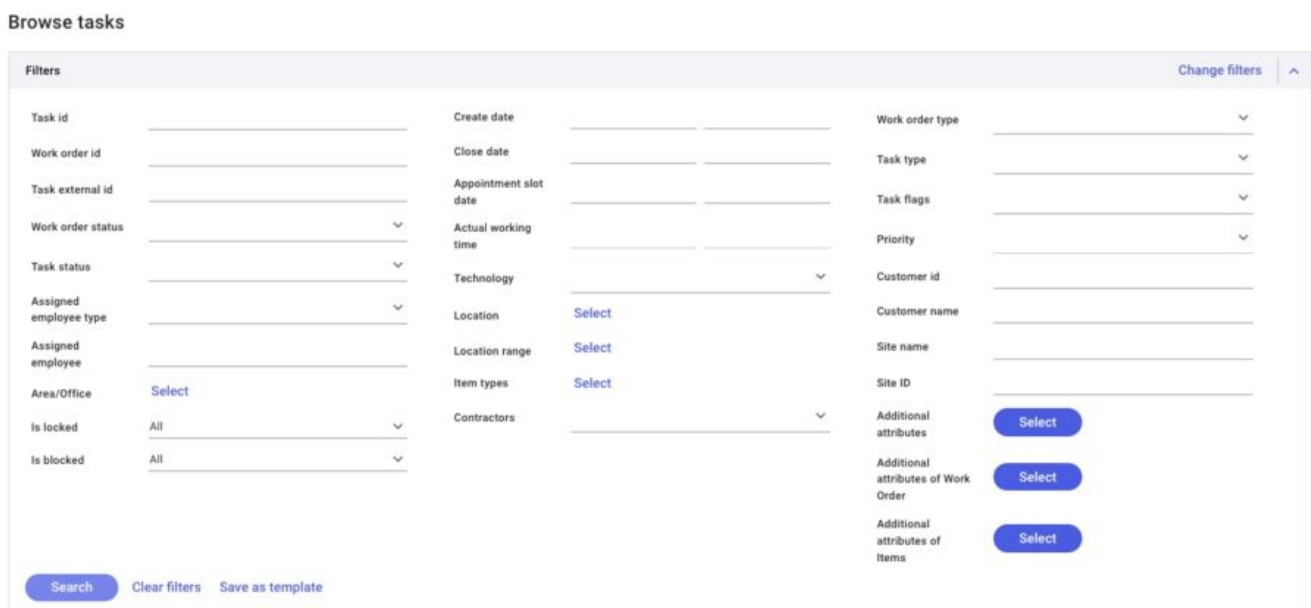
Using Browse orders to search for:

- 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:



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

Items

Search Clear filters Save as template

Tasks (7227 results)											Bulk changes	Go to attachm
<input type="checkbox"/>	Task id	Work order id	Task external id	Work order type	Task type	Work order status	Task status	Priority	Technology	Country		
<input type="checkbox"/>	T/9855/2024	WO/9741/2024	20013940	Customer Work Order	Install	Open	Unscheduled	Low	Internet	United States		
<input type="checkbox"/>	T/9854/2024	WO/9740/2024	20012041	Customer Work Order	Install	Open	Past Open	Low	Internet	United States		
<input type="checkbox"/>	T/9853/2024	WO/9739/2024	20013939	Customer Work Order	Install	Open	Unscheduled	Low	Internet	United States		
<input type="checkbox"/>	T/9852/2024	WO/9738/2024	20013938	Customer Work Order	Install	Open	Unscheduled	Low	Internet	United States		
<input type="checkbox"/>	T/9851/2024	WO/9737/2024	20013937	Customer Work Order	Install	Closed	Completed	Low	Internet	United States		
<input type="checkbox"/>	T/9850/2024	WO/9736/2024	20013936	Customer Work Order	Install	Open	Unscheduled	Low	Internet	United States		
<input type="checkbox"/>	T/9849/2024	WO/9735/2024	20013935	Customer Work Order	Install	Open	Unscheduled	Low	Internet	United States		
<input type="checkbox"/>	T/9848/2024	WO/9734/2024	20013934	Customer Work Order	Install	Closed	Completed	Low	Internet	United States		