

FSMv5: Search for Order & Browse Order

Summary

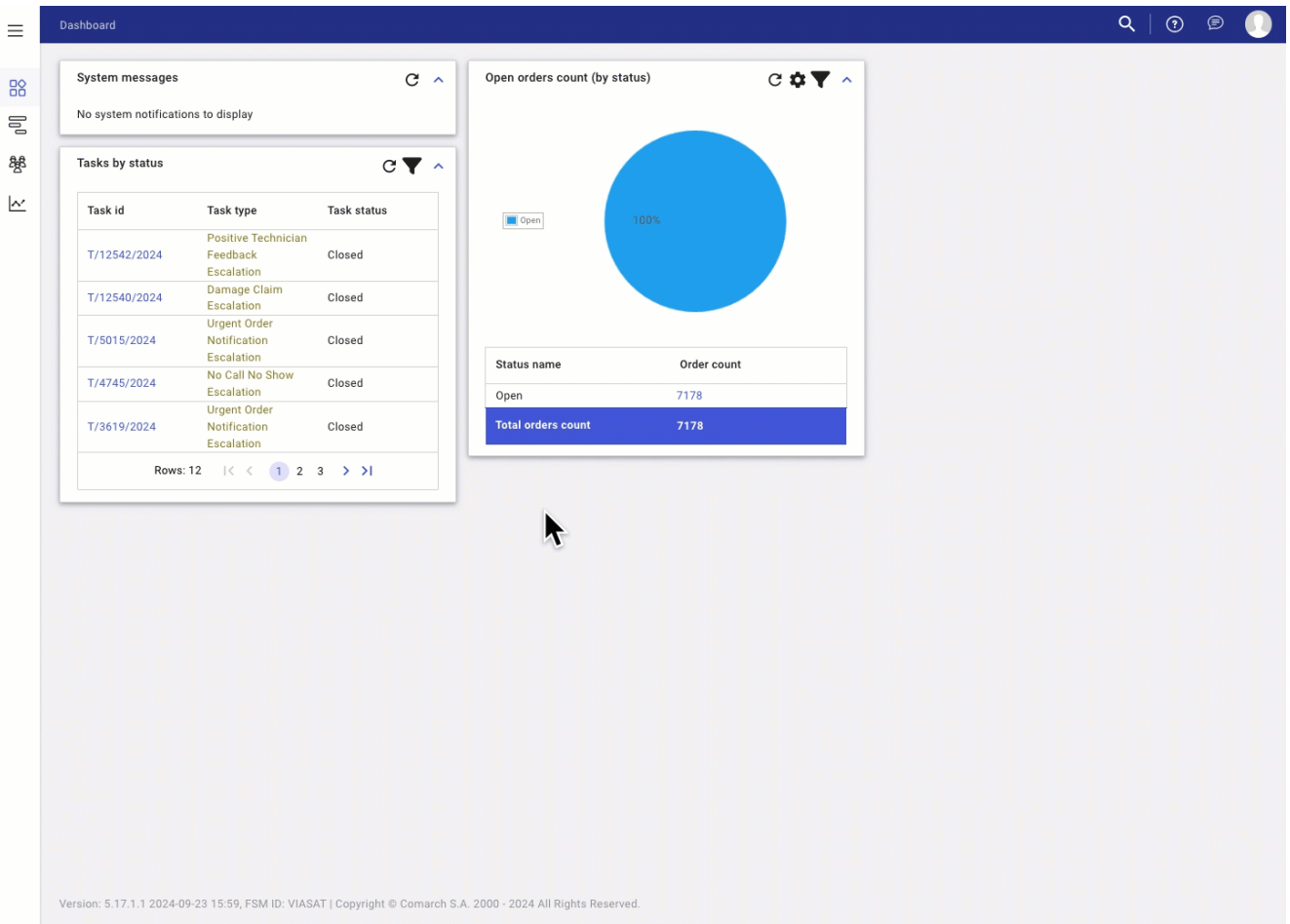
This Job Aid is for all FSM users using the website to manage orders and tasks.

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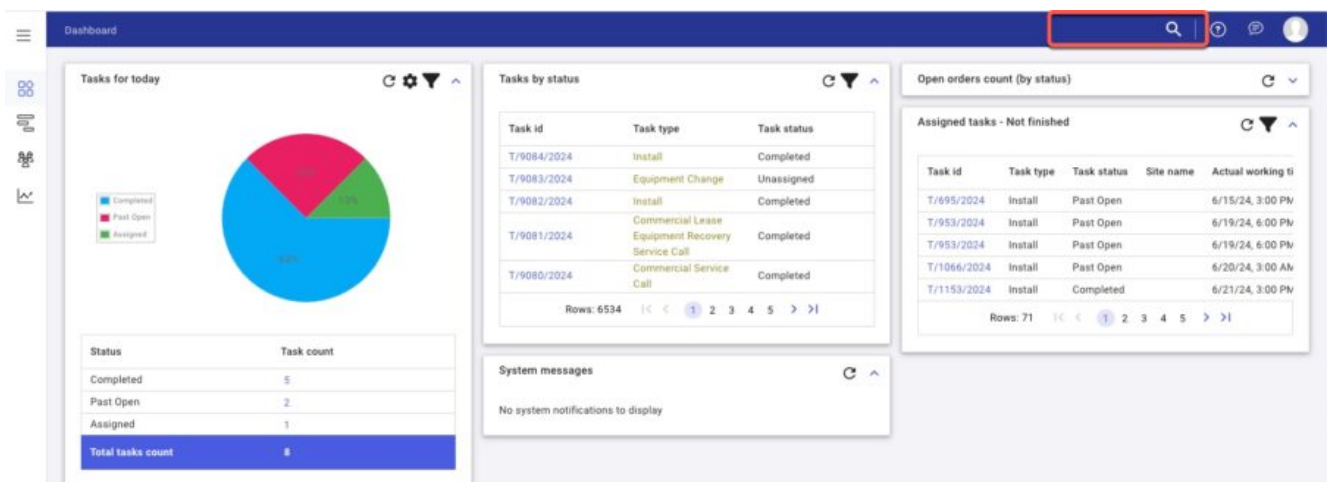
Quick Search

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:



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: T/720/2024

Task status

Unscheduled

▼

Change status

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

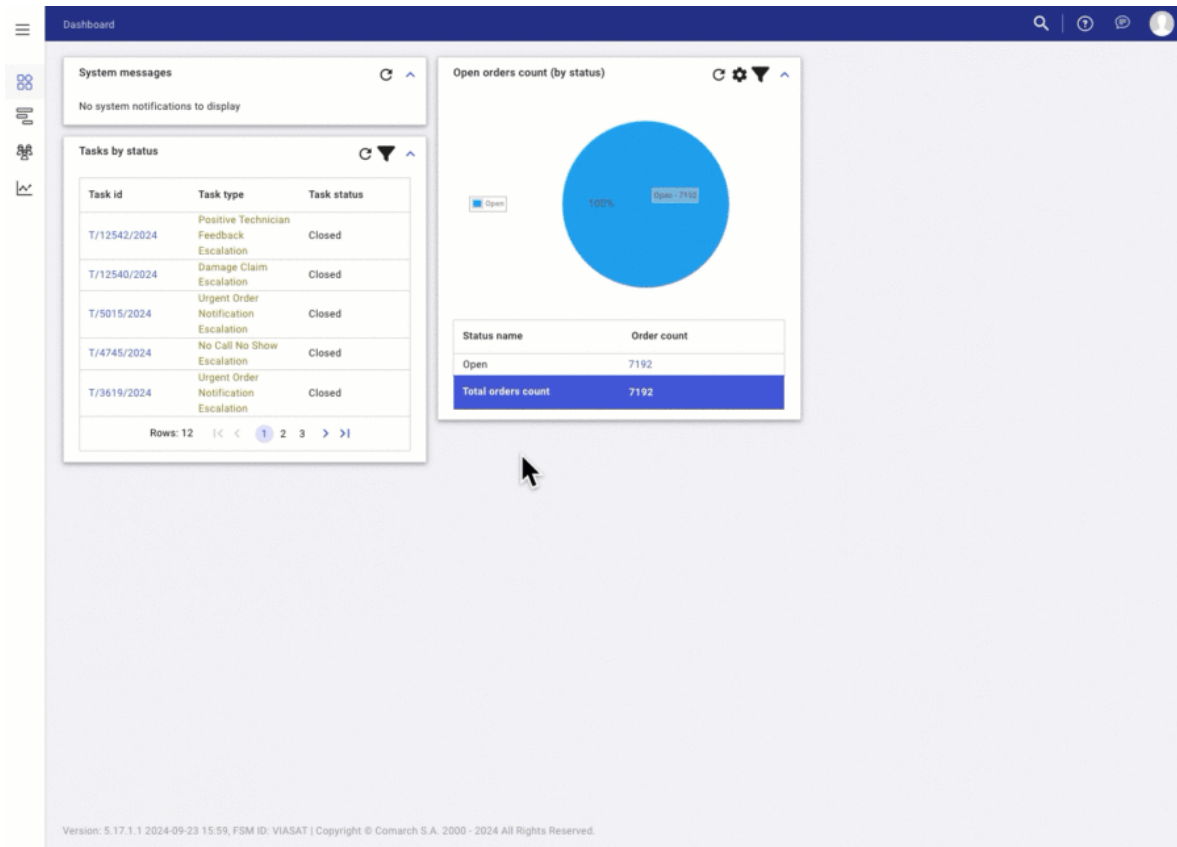
Task type

Install

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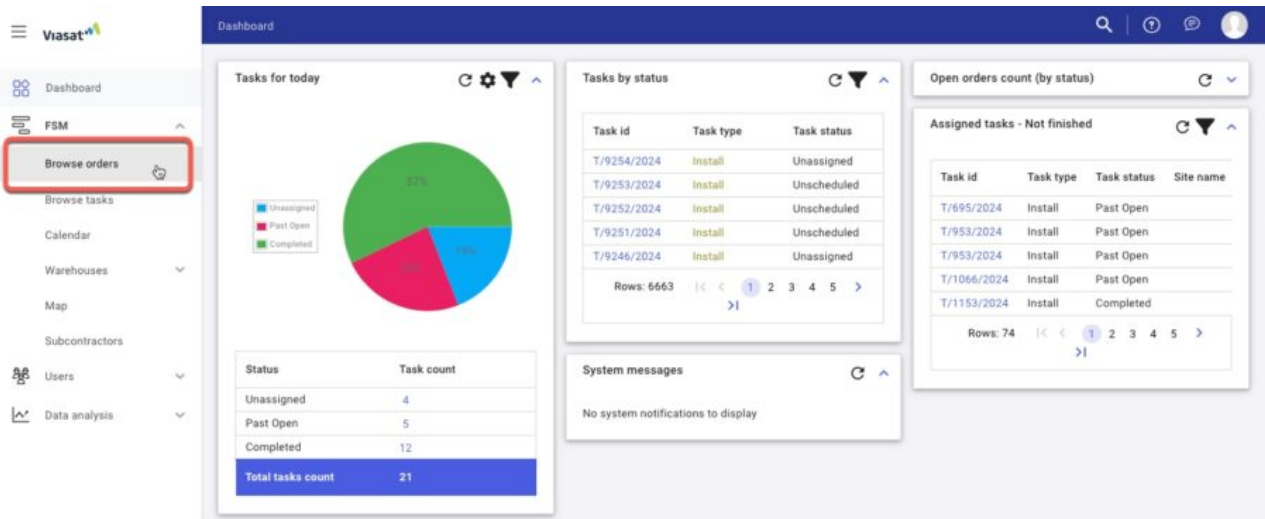
Browse Orders

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.

The 'Browse orders' screen features a 'Filters' section with various input fields for searching orders, including Work order id, External system id, External process id, External process signature, Creation date, Closing date, Location, Flag, Term blocked, Customer id, Customer name, Area/Office, Site name, Site ID, Order status, Order type, Technologies, Resource assigned to tasks, and Additional attributes. A 'Search' button is located at the bottom left of the filter section. Below the filters, a table header is visible with columns: Work order id, External system id, External process id, External process signature, Order type, Technologies, Order status, Tasks count, Customers, Country, Fulfillment Partner, and Office. The table currently shows 'Orders (0 results)' and a message 'No items matching your criteria were found'. At the bottom, there is a pagination bar showing 'Page: 1/1 Rows: 0 Selected: 0' and a dropdown menu set to '20'.

- 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	

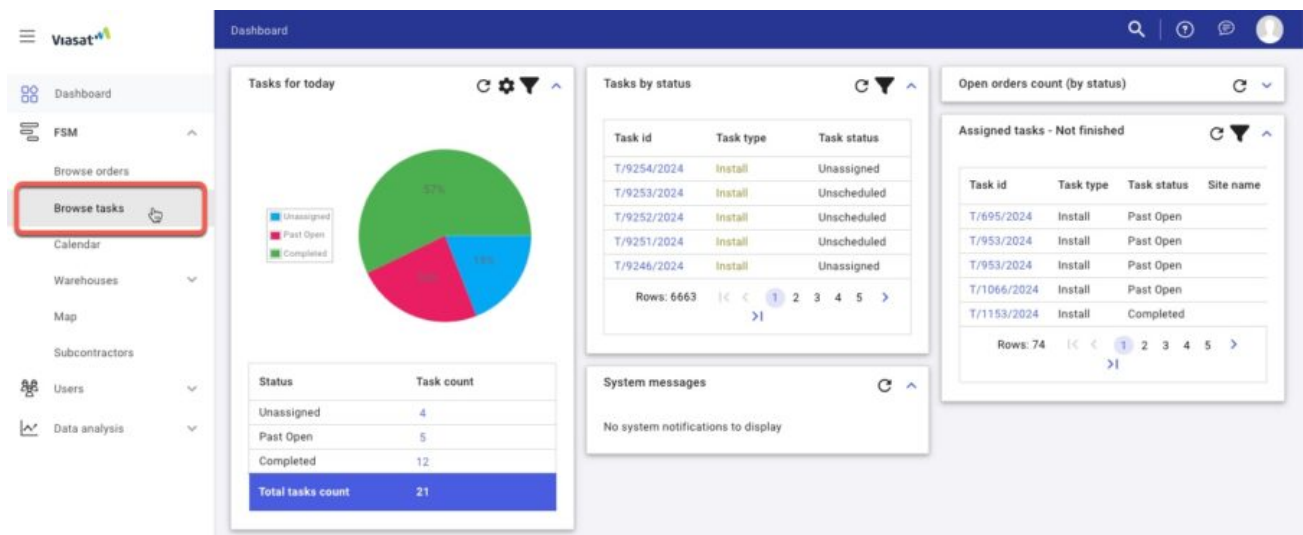
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Browse Tasks

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:

Browse tasks

Filters

Change filters

Task id		Create date		Work order type	
Work order id		Close date		Task type	
Task external id		Appointment slot date		Task flags	
Work order status		Actual working time		Priority	
Task status		Technology		Customer id	
Assigned employee type		Location	Select	Customer name	
Assigned employee		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

Search

Clear filters

Save as template

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	