

Version: 4.6-WB-SNAPSHOT - fsm21 (09/18/2023 06:44)

On October 4th, 2023 at 10 PM MT, a new update for FSM will be released. Details below:

Technician Notification Checkbox

Dispatchers will be able to configure whether or not a technician should receive escalation/notification emails from FSM.

Process outlined below:

1. As a dispatcher, go to Users à User management
2. Search for desired technician
3. Select technician and click “Edit user”
4. Under “Additional section”, you will see a new checkbox labeled “Send Escalations?”

Send Escalations?



Configuring this will enable/disable the escalation emails coming from FSM for each user. This can be turned on/off at any time.

Bug Fixes:

A bug was discovered when attempting to open a “No Calendar Availability” escalation on a work order. User would get “Unexpected error” message when attempting to create. This has been resolved.

Questions? Ask us at FSMAdministrator@viasat.com!