

VTT: ETA NOTIFICATIONS

ETA Notifications

The Estimated Time of Arrival (ETA) notifications enhance communication by providing customers with accurate and timely ETA updates directly from the technician in the field. It handles both on-time and delayed scenarios and emphasizes contacting dispatch for major delays.

ETA notifications will automatically pop up in the Viasat Tech Tools app to give a precise arrival time for the customer. Once the ETA is entered and submitted, the customer will get a text message (if the customer opted in) and an email informing them of the technician's ETA.

Keep in mind: email and SMS/text may not be received by all customers. This does not replace a pre-call. **Pre-call is expected on all orders.**

EXAMPLE: Technician has an AM work order (8:00-11:00)

- **On Time:** For an (8:00-11:00) AM appointment, VTT prompts the technician at 7:00 AM. If the technician is on time, they select the estimated time they will be arriving within the appointment window.

9:41

Viasat TechTools

Today's jobs

4

When do you expect to arrive at the next installation?

1

Your next installation is at 08:00 - 11:00 in Topeka.

✓ On time

5 57

6 58

7 59

8 00 AM

9 01 PM

10 02

11 03

Submit

Note: If any concerns, call your dispatcher.

9:41

Viasat TechTools

Today's jobs

4

Installation tools:

Software Management

Download/Upload software

Satellite Finder

Determine line of sight

Map & Coordinates

Confirm time

Please confirm your estimated arrival time is 08:00 AM.


Confirm

- **Delayed beyond the timeframe:** update the ETA in VTT (e.g., to 11:30 AM). The customer is immediately notified of the change.

8:34



When do you expect to arrive at the next appointment?

 Your next job is **8:00 AM - 11:00 AM** at 4106 S College Ave, Fort Collins, Colorado 80525, US.

[Open in maps](#)



Delayed

9 00
10 15
11 30 AM
12 45 PM
1 00

Submit

Note: If any concerns, call your dispatcher.

- **Significant Delay:** For substantial delays (1 HOUR BEYOND THE SCHEDULED WINDOW) technicians are instructed to contact dispatch for further assistance.

9:41



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Today's jobs

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Installation tools:



Software Management

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Determine line of sight



Call your dispatcher to update

Your delay is greater than 3 hours and therefore you need to contact your dispatcher to discuss the installation.

Call your dispatcher