STEPS TO HANDLE IDLE TECHNICIAN

Load technician using the Additional Panel
1. Click Additional Panels on FS Scheduler
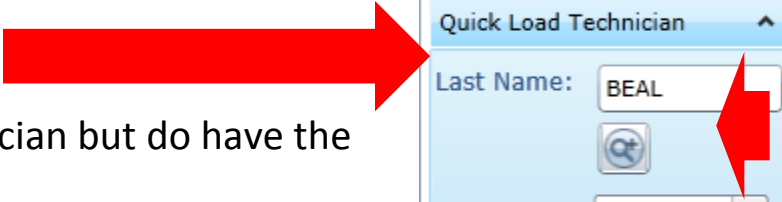
2. Click the Quick Load Technician Button and if you have the Technicians Last Name **PROPERLY SPELLED OUT**, Enter it in the Last Name field in full caps.

3. If you do not have the last name of the technician but do have the

    Tech ID click the magnifying glass icon

Additional Panels ⊸

Alerts ∧

All Alerts (0)

Status	Activity ID	Alert Type ▲
◄		►

Quick Load Technician ∧

Last Name: BEAL

From: 12/2/2017 📅

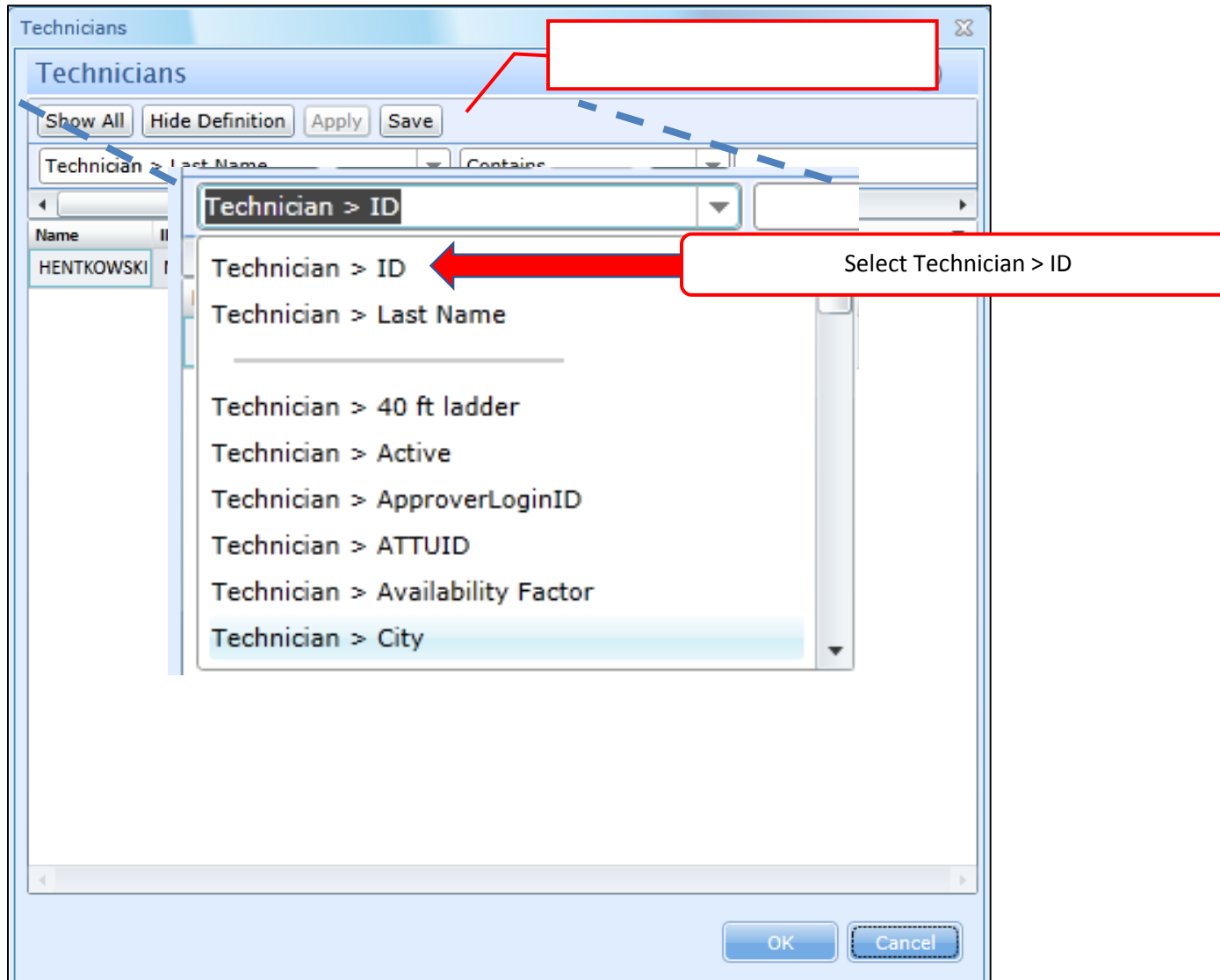To: 12/2/2017 📅

Load

Reload previous loaded data

4. Once you click on the magnifying glass Icon, the below page will pop up.

5. Ensure that your criteria tab says **Contains** and Enter the Tech ID given to you and click Apply.

Show All | Hide Definition | Apply | Save

Technician > ID ▼   Contains ▼   33376

Equals
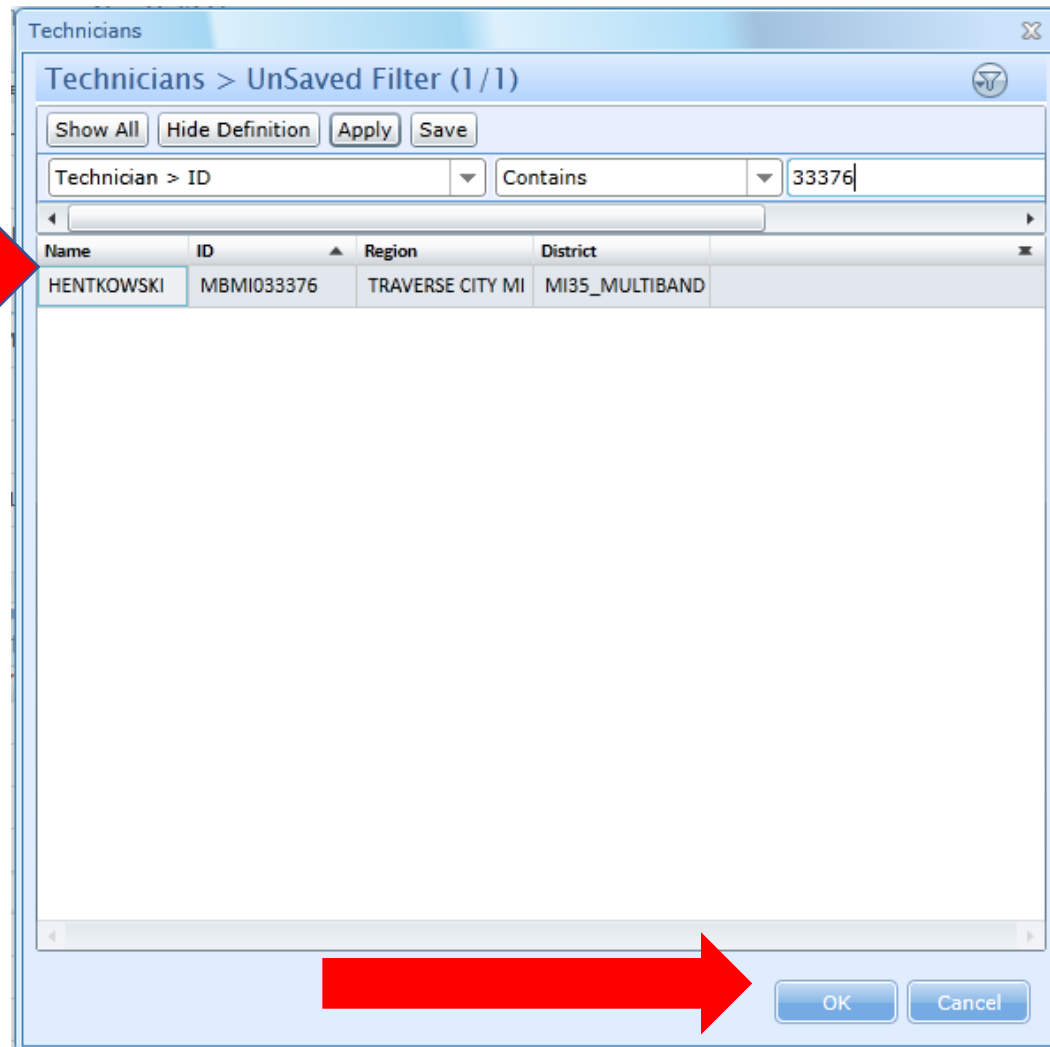Equals One Of
Contains
Is Undefined

Name | ID ▲ | Region

HENTKOWSK

OK | Cancel

TECHNICIAN ID GOES HERE

Note: Just the numbers in the technician ID can be entered *(as seen in the image)* or the entire ID including the letter code *(for example MBKY056189)* can be entered in the tab

6. The results will load in the table below the search criteria. Select it by clicking on it and click OK.

7. Once you click OK, you'll be taken back to the Additional Panels. Ensure that the dates you are looking at are correct. Click Load and your technician Information will load on your Technician Gantt.

8. Technician information will Load on Technician Gantt

Scheduling Idle Technician

1. On the Technician Gantt, Right Click the Technician Name and Click "Schedule Idle Technician"

2. This page will pop up asking you to input the time frame you want to check for any jobs available to the tech.

3. If there is a job available it will give you the option to select that job and it will show up on the Tech's Gantt

Select a Job

Activity ID	Number	Start	Finish
1-2S2SFPUI	1	12/4/2017 9:24 AM	12/4/2017 10:26 AM
1-2S220B8A	1	12/4/2017 12:00 PM	12/4/2017 1:15 PM
1-2S27EFQ4	1	12/4/2017 1:38 PM	12/4/2017 2:53 PM

Schedule Idle Resource Result

Task(s) scheduled to CARRILLO:

Click Schedule to confirm the scheduling results or click Previous to restore the previous state. Click Cancel to exit this action.

Cancel | Schedule | Previous
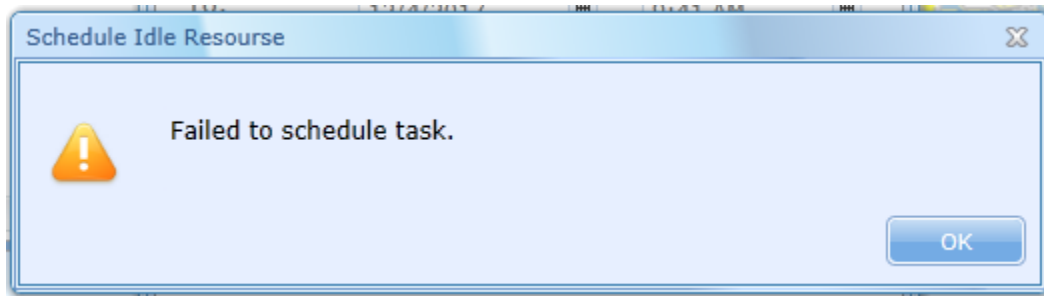
Click Schedule and Job will show up on the Tech Gantt

Please double check that the distance for the job that BGO gives you is appropriate. Techs should not be driving out of their radius without supervisor approval.

4. If no job is available the below notification will pop up.

Schedule Idle Resourse ☒

⚠ Failed to schedule task.

OK

5. If unable to locate a job using the "Schedule Idle Technician" function, step two is to look into the unscheduled jobs in that area. Right click on the job in unscheduled (Using your unscheduled filter) and select **Show on Map.**

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Sche	🚩	NRC	Address Change	Activity #	Sub Activity #	MTA Type	Order Sub Type	Status	Tech Team	Work Time	Appointment Star ▼	Appointment Finish	Assignment Start	Assignment Finish
📋		0		1-2S12J7K4		Not Defined	Service	Unscheduled	Not Defined	1:30	12/4/2017 12:00 PI	12/4/2017 4:00 PM		
📋		0		1-2S0X3X45		Not Defined	Service	Unscheduled	Not Defined	1:15	12/4/2017 12:00 PI	12/4/2017 4:00 PM		
📋		0		1-2S2U5X1C		Not Defined	Service	Unscheduled	Not Defined	1:30	12/4/2017 12:00 PI	12/4/2017 4:00 PM		
📋		0		1-2S2L1RYS		Not Defined	Service	Unscheduled	Not Defined	1:15	12/4/2017 12:00 PI	12/4/2017 4:00 PM		
📋	🚩	0		1-2RWW6SP1		Not Defined	Former Install	Unscheduled	Not Defined	2:10	12/4/2017 8:00 AM	12/4/2017 12:00 PI		
📋		0		1-2S1PCHF8		Not Defined	Service	Unscheduled	Not Defined	1:30	12/4/2017 8:00 AM	12/4/2017 12:00 PI		

Task List | uns | JEP

Unscheduled Filter

Find an appropriate job based on distance and skill type and place on technician. If you're not sure what's an appropriate distance for that technician verify with Site Supervisor. Click, drag and drop job on the technician and dispatch the job.

6. If there are **no jobs in unscheduled**, then we need to take a look at the scheduled jobs in that region. Click Show All on the Technician Gantt.

7. This will show all the Technicians and the jobs they are covering for the day. If a job is scheduled (Orange) it can still be moved around and the technician it is on is not aware that that job is placed on him. This means you can move that schedule job, to your idle tech once it is at an appropriate distance and the tech has the proper skill to complete the job. If you're not sure what's an appropriate distance for that technician verify with Site Supervisor. Click, drag and drop job on the technician and dispatch the job.
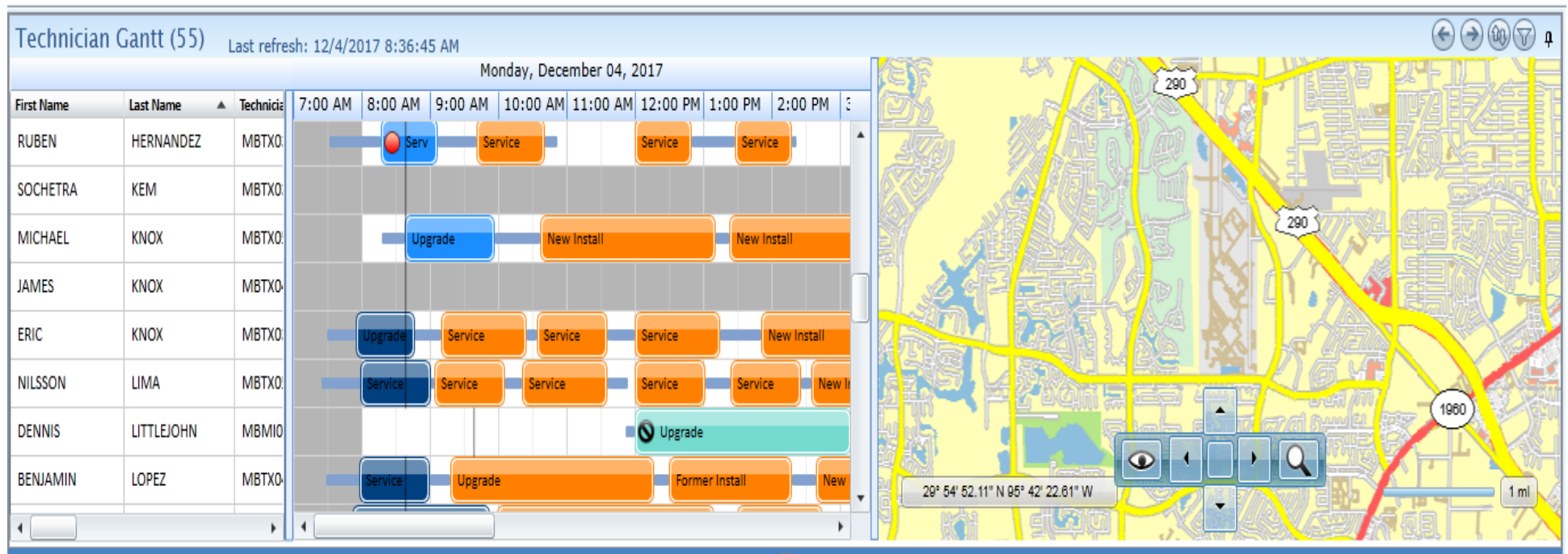
8. **Using the Map** - Show the **Technician on the Map** – The map will show any **Unscheduled jobs,** if any that is near to the technician.

If there is no unscheduled job, check the green icons for any **Scheduled** jobs that can be assigned to the tech.

If all of the above is done and we cannot find a job for the tech, go ahead and request an EOD from supervisor.