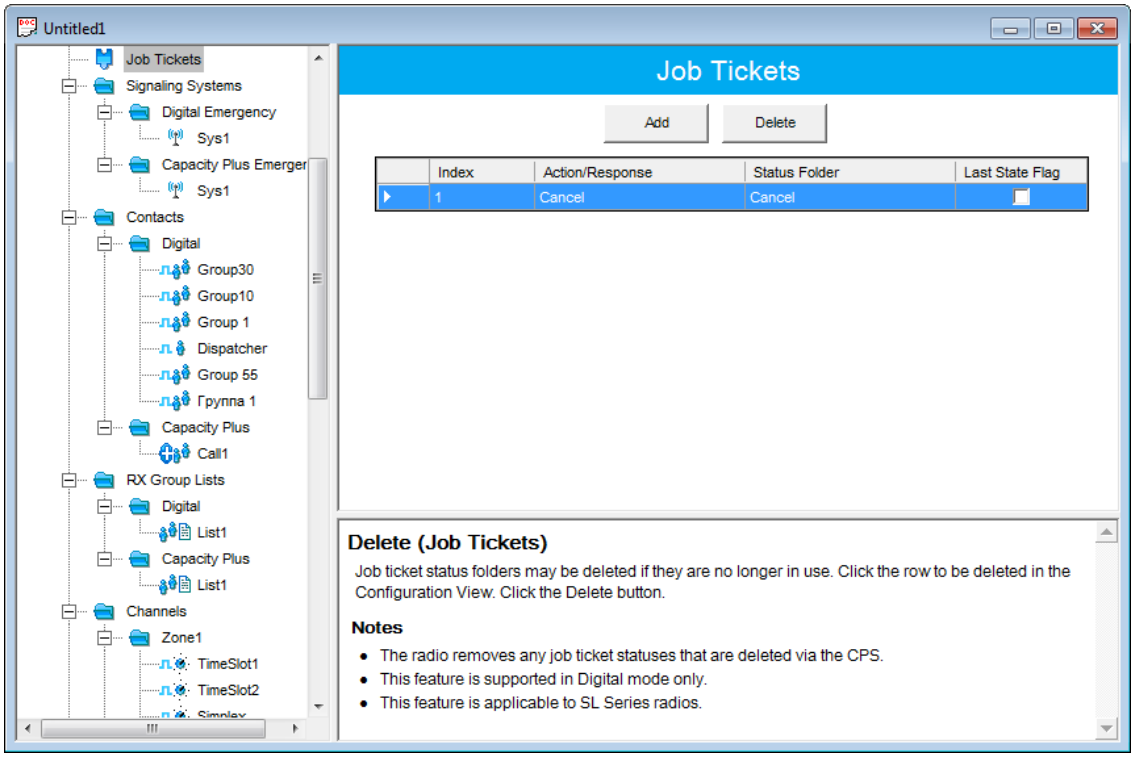
Job Ticketing

Job Ticketing is a new TRBOnet Enterprise feature allowing the dispatcher to send the commands to the subscriber radios and to receive their answers. Dispatchers can compose, assign and cancel the command. Subscribers can accept, cancel, execute or complete the command.

To configure job ticketing function

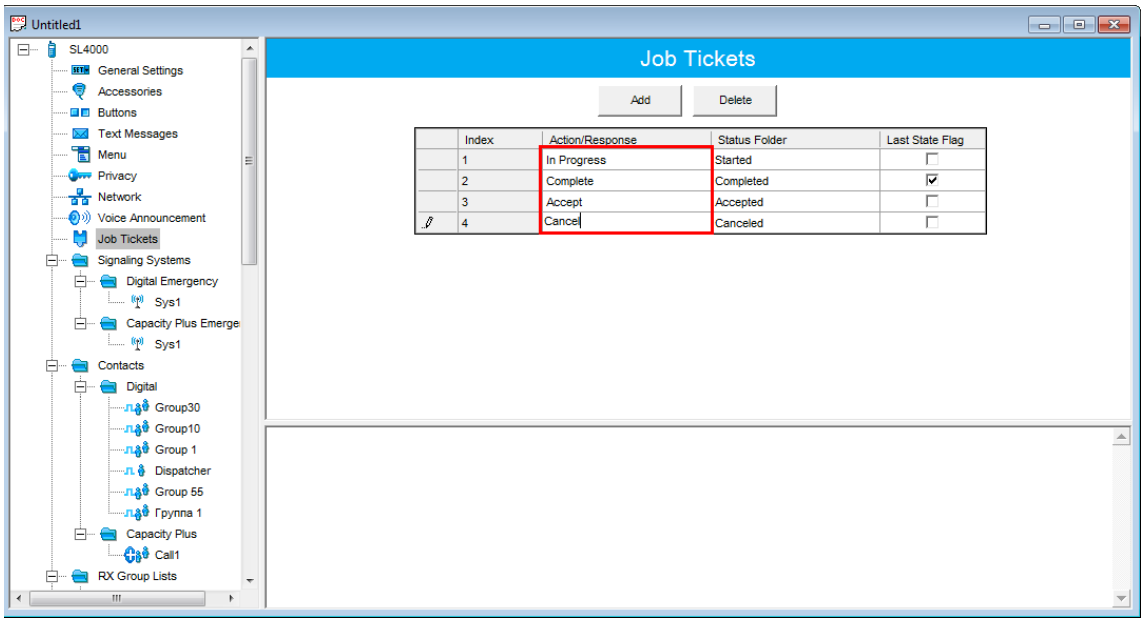
To configure **Job Ticketing** function first open **MOTOTRBO CPS**. To open **MOTOTRBO CPS** do one of the following:

1. Click **Start - All Programs - MOTOTRBO CPS** (or double click **MOTOTRBO CPS** tag on your deckstop)
2. Then click **Job Tickets**



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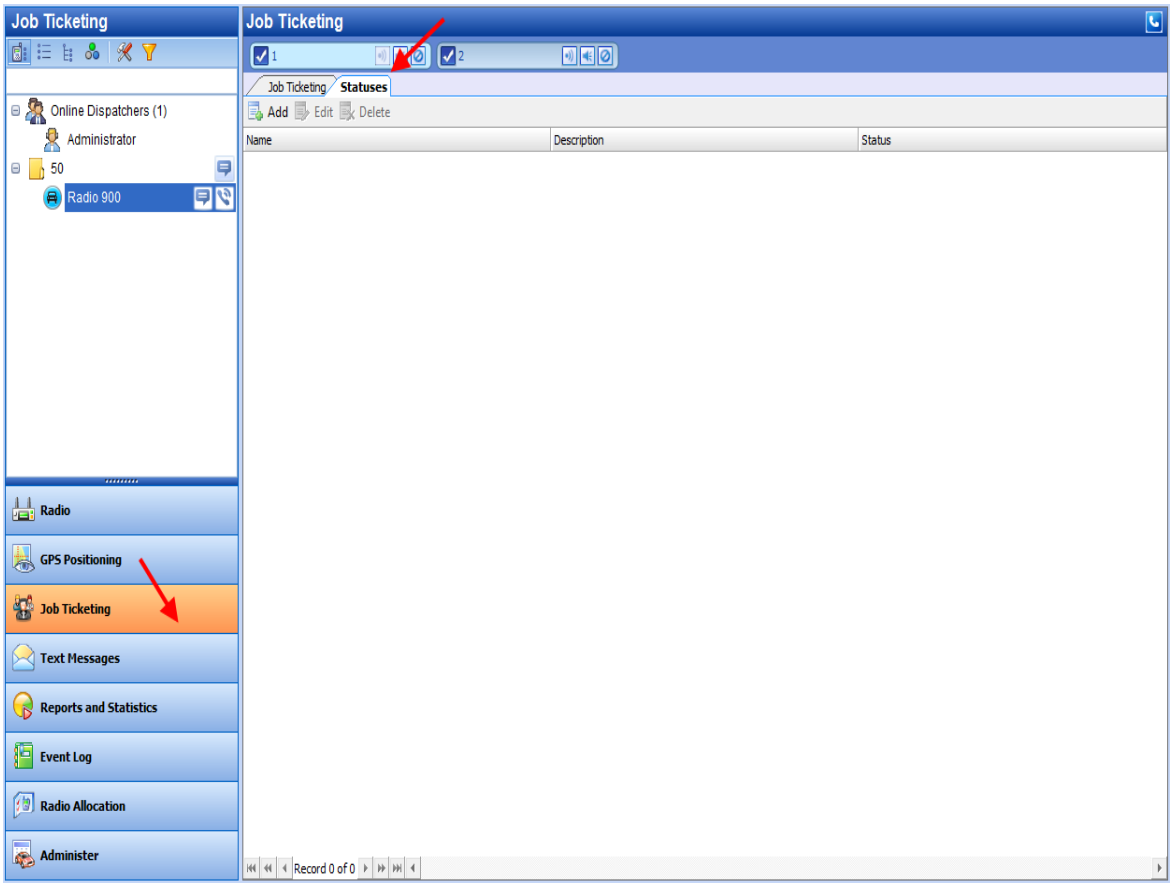
3. Fill in the **Action/Response** column.



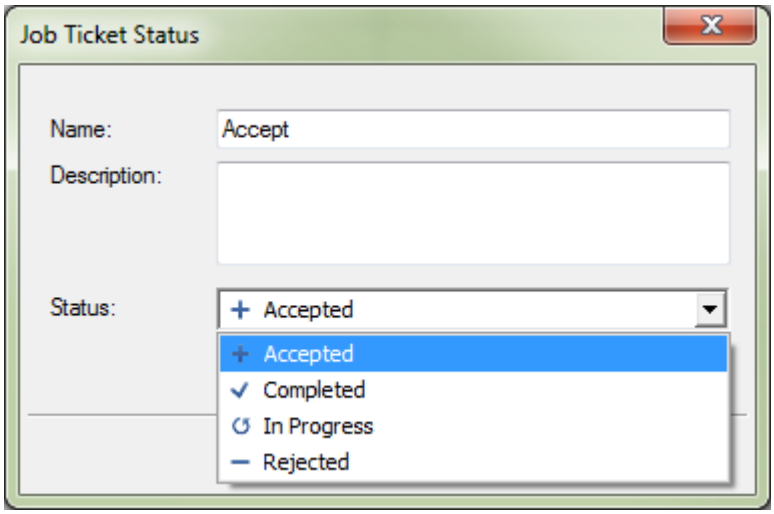
Note: **Status folder** column will be displayed in the subscriber radio to classify the incoming messages. It is possible to have any number and any kind of **Actions/Responses** as well as **Status folders**. You may fill in this table in any language.

4. Open **TRBOnet Enterprises v3.5**, click **Job Ticketing** and select **Statuses** tab

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5. Click **Add** to open **Job Ticket Status**



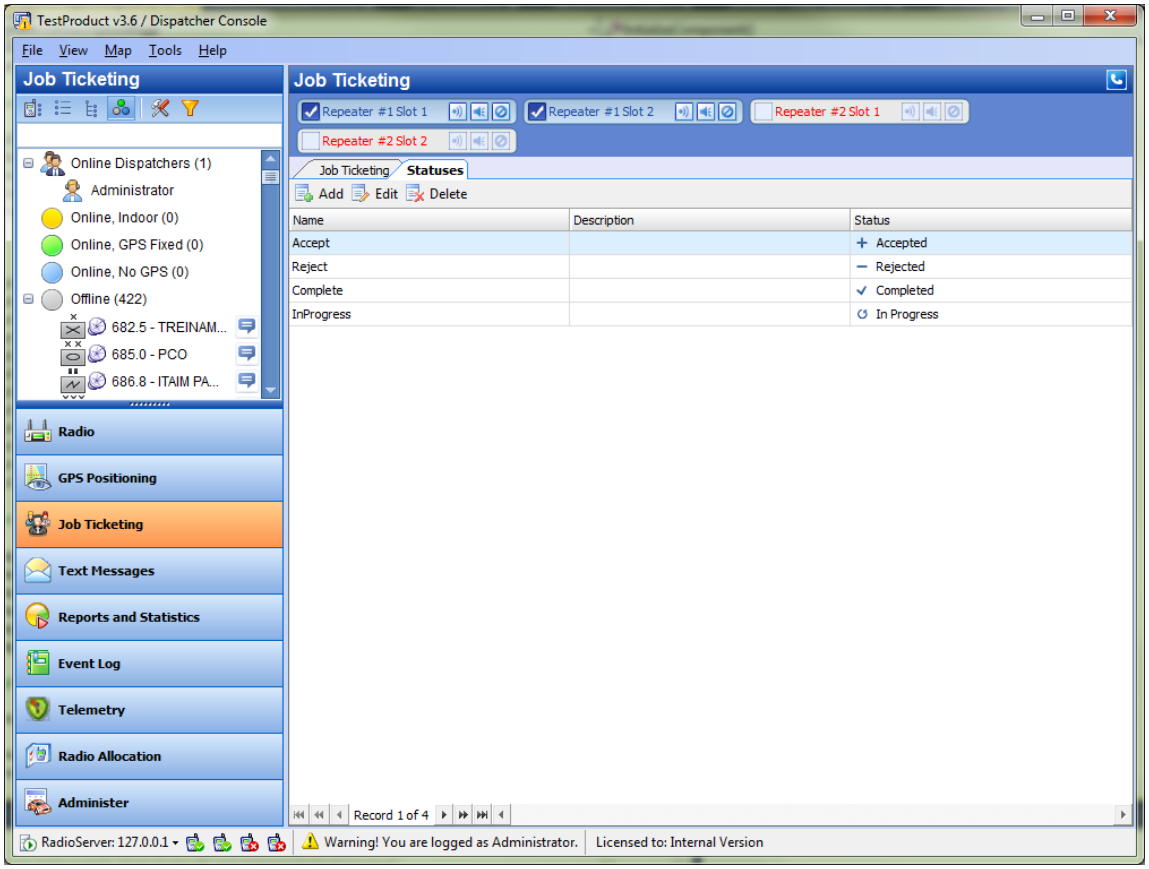
Note: see Attachment 1

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Name - fill in the name of the status

Description - if it is necessary you may add any information on the status

Status - choose the sign of the status (**In Progress**, **Completed**, **Cancelled**, **Accepted**)



Note: there are 4 types of statuses but It is not a must to specify all of them in **TRBOnet Enterprise** if you don't use them.



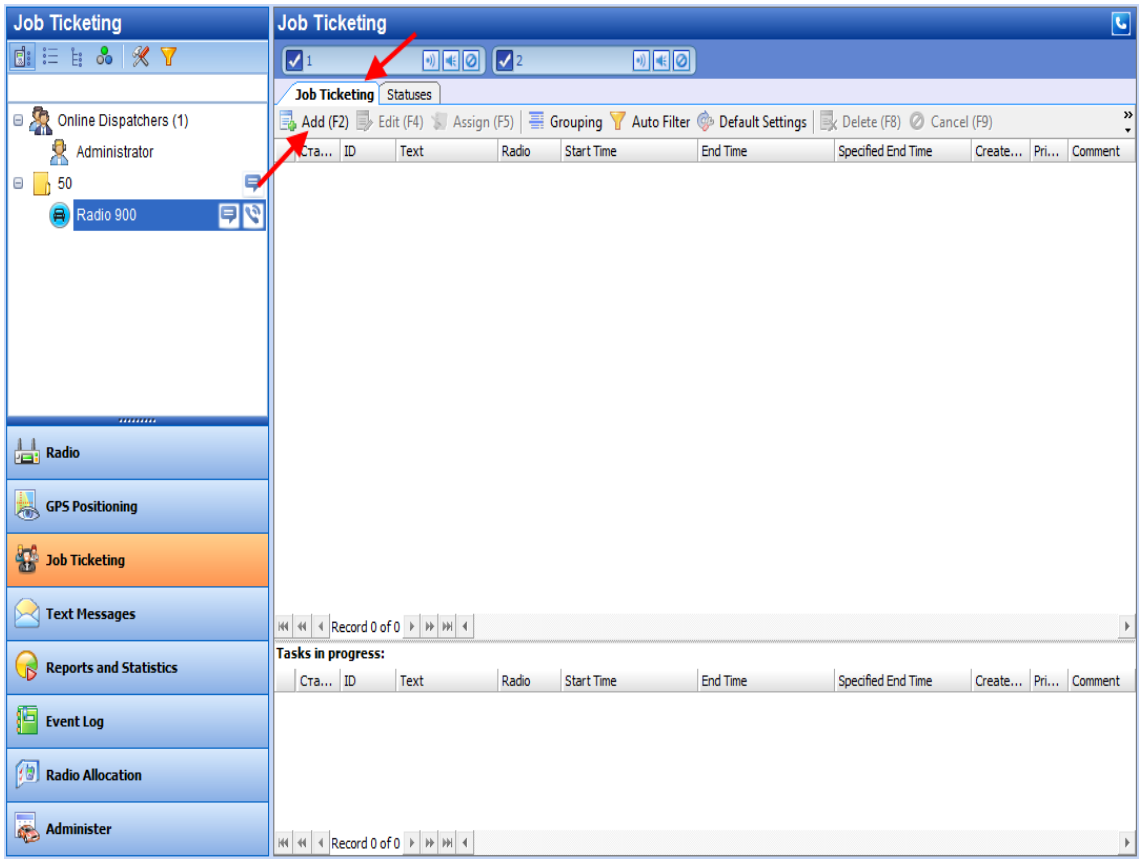
Add - click to add a new status

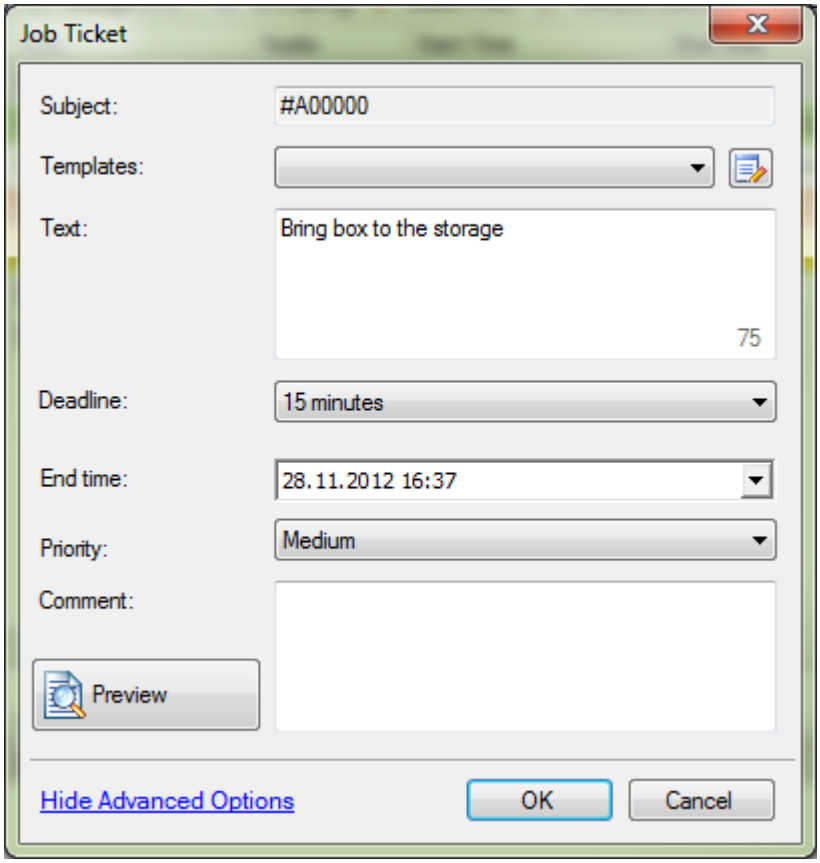
Edit - click to edit existing status

Delete - click to delete the status

6. To create the job ticket for the subscriber go to **Job Ticketing** tab and click **Add**.

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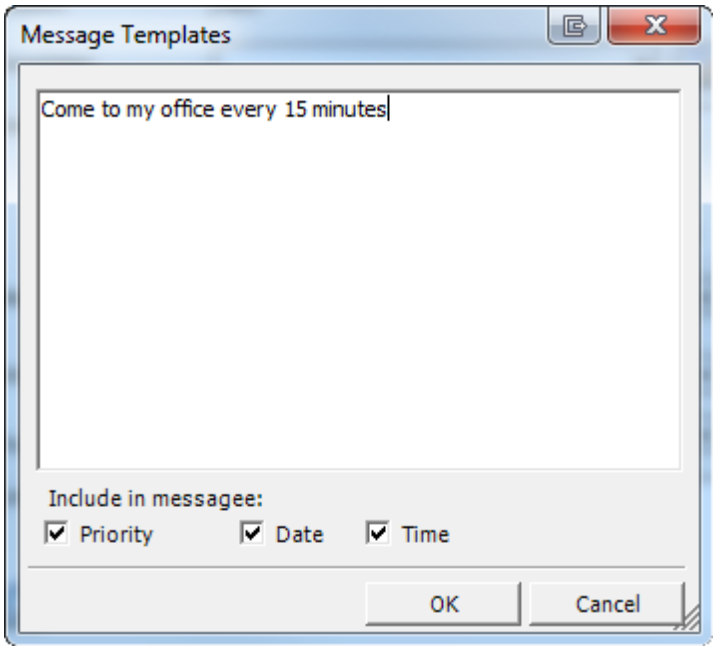




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Subject - identifying number of your job ticket

Template - to create the template click 



Type new template. Go to the new line to make another template. Put the checkboxes to include **Priority**, **Date** and **Time** sections to the job ticket.

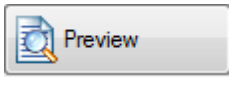
Text - if you don't use template type the job ticket text to send

Deadline - set the time when the job ticket task has to be completed

End time - indicate the exact time for the job ticket task to be done

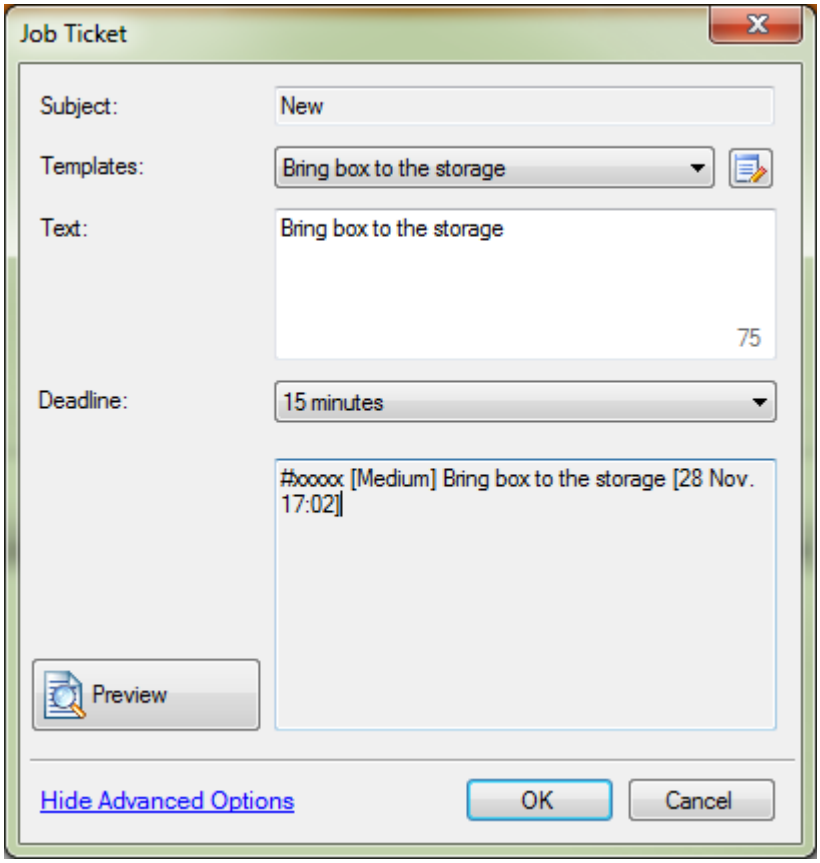
Priority - choose priority for the task:**Low**, **Medium**, **High**

Comment - if necessary type any comments concerning the task



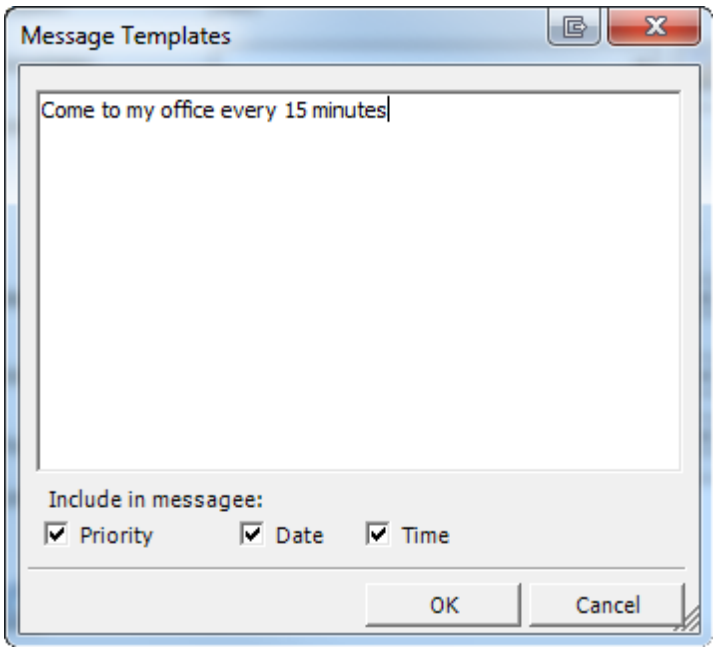
- click this button to see how this job ticket will be seen by the subscriber

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Hide Advanced Options - click to take away **End time**, **Priority** and **Comment** options.

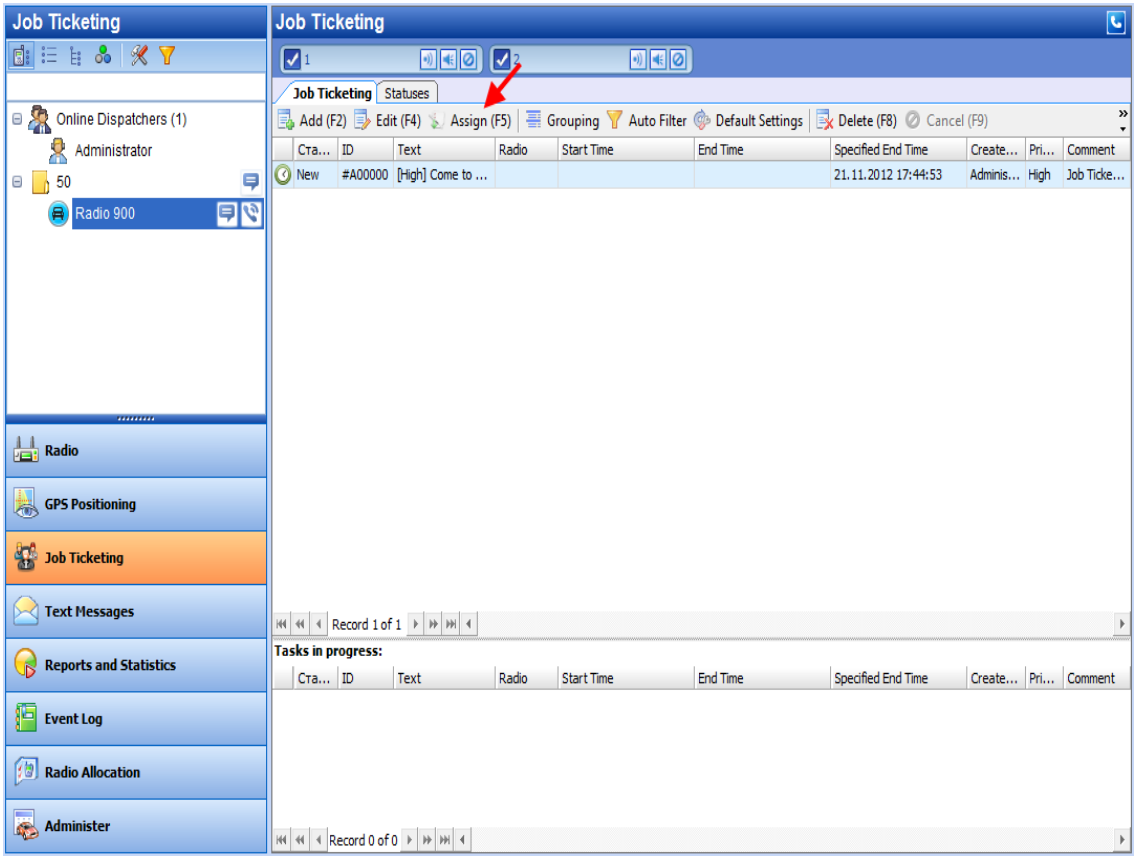
Template Creation



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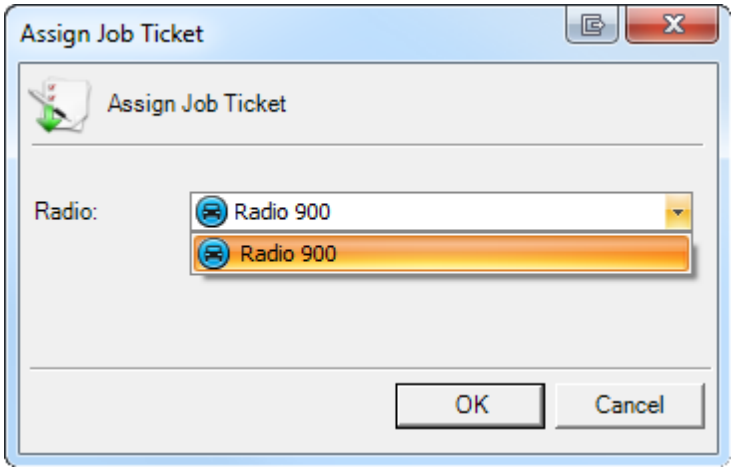
Type new template. Go to the new line to make another template. Put the checkboxes to include **Priority**, **Date** and **Time** sections to the job ticket.

7. Then click **OK**.
8. To send the command to the subscriber set the cursor at the command you created and click **Assign** at the toolbar.

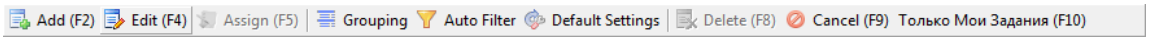


9. Then choose the radio you want to send the command to.and click **OK**

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Note: you may also send job ticket to offline subscriber. He will recieve the task as soon as he gets online.



In the brackets you may see the keyboard key responding for the same action.

Add - click to add new job ticket

Edit - click to edit existing job ticket

Assign - click to choose the subscriber to send the job ticket to (sent item can not be assigned for the second time)

Grouping - click to group items. Drag the column header you want to sort the items by to the appearing line

Auto Filter - click to filter the items. Type the criterion you want to filter the items by in the appearing line above the column header

Default Settings -

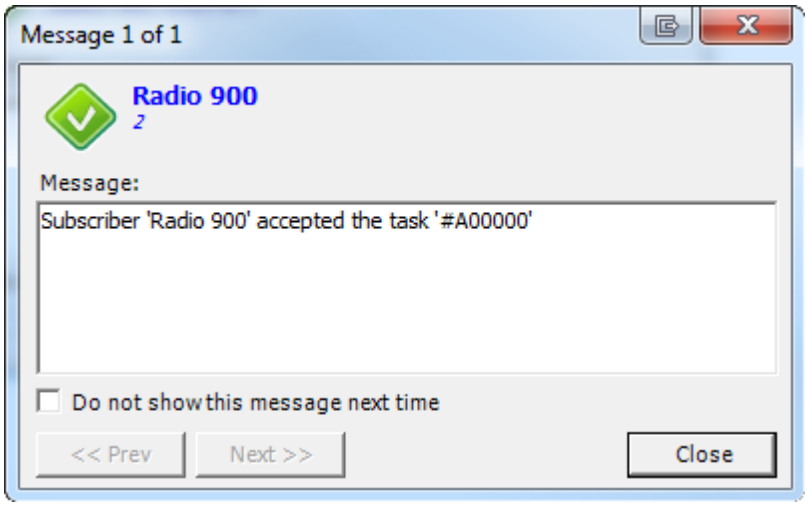
Delete - click to delete the item (you may delete only delete items that are not sent)

Cancel - click to cancel the job ticket task (you may cancel the task only when it is received by the subscriber)

Only my tickets - click to see the tickets created in your account only

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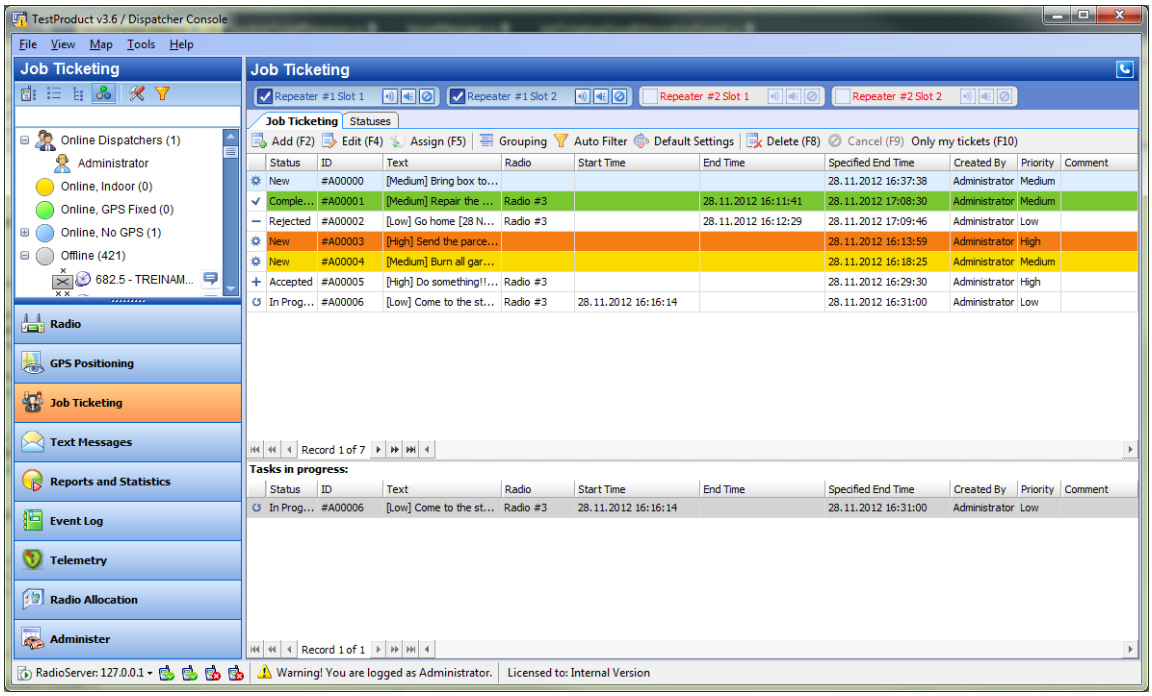
10. Then the subscriber can send the answer for the job ticket The dispatcher will recieve one of the four statuses : **In Progress**, **Completed**, **Cancelled**, **Rejected** whereas the subscriber chooses in his radio station the word that is set for the appropriate status



Do not show this message next time - put the checkbox if you do not want to receive the confirmation

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Job Ticketing Interface



Job tickets marked with green are completed. The ones marked with yellow have five minutes to be accomplished before expiration. The orange ones have expired.

In the lower part of the interface you see the **Tasks in progress**

In the **Job Tickets** table you may see following data:

Status	ID	Text	Radio	Start Time	End Time	Specified End Time	Created By	Priority	Comment
New	#A00000	[Medium] Bring box to...				28.11.2012 16:37:38	Administrator	Medium	
Comple...	#A00001	[Medium] Repair the ...	Radio #3		28.11.2012 16:11:41	28.11.2012 17:08:30	Administrator	Medium	
Rejected	#A00002	[Low] Go home [28 N...	Radio #3		28.11.2012 16:12:29	28.11.2012 17:09:46	Administrator	Low	
New	#A00003	[High] Send the parce...				28.11.2012 16:13:59	Administrator	High	
New	#A00004	[Medium] Burn all gar...				28.11.2012 16:18:25	Administrator	Medium	
Accepted	#A00005	[High] Do something!!...	Radio #3			28.11.2012 16:29:30	Administrator	High	
In Prog...	#A00006	[Low] Come to the st...	Radio #3	28.11.2012 16:16:14		28.11.2012 16:31:00	Administrator	Low	

Status - status of the job ticket

ID - ID of the job ticket

Text - the text sent to the subscriber

Radio - the subscriber you senf the job ticket to

Start Time - time when the subscriber started acompliching the task (you see this information only if the subscriber notified you whrn he started)

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End Time - time when the subscriber either has finished the task and notified you that he will not acomplish it

Specified End Time - the time you specify for the subscriber to finish the task

Created By - the one who sent the job ticket to the subscriber

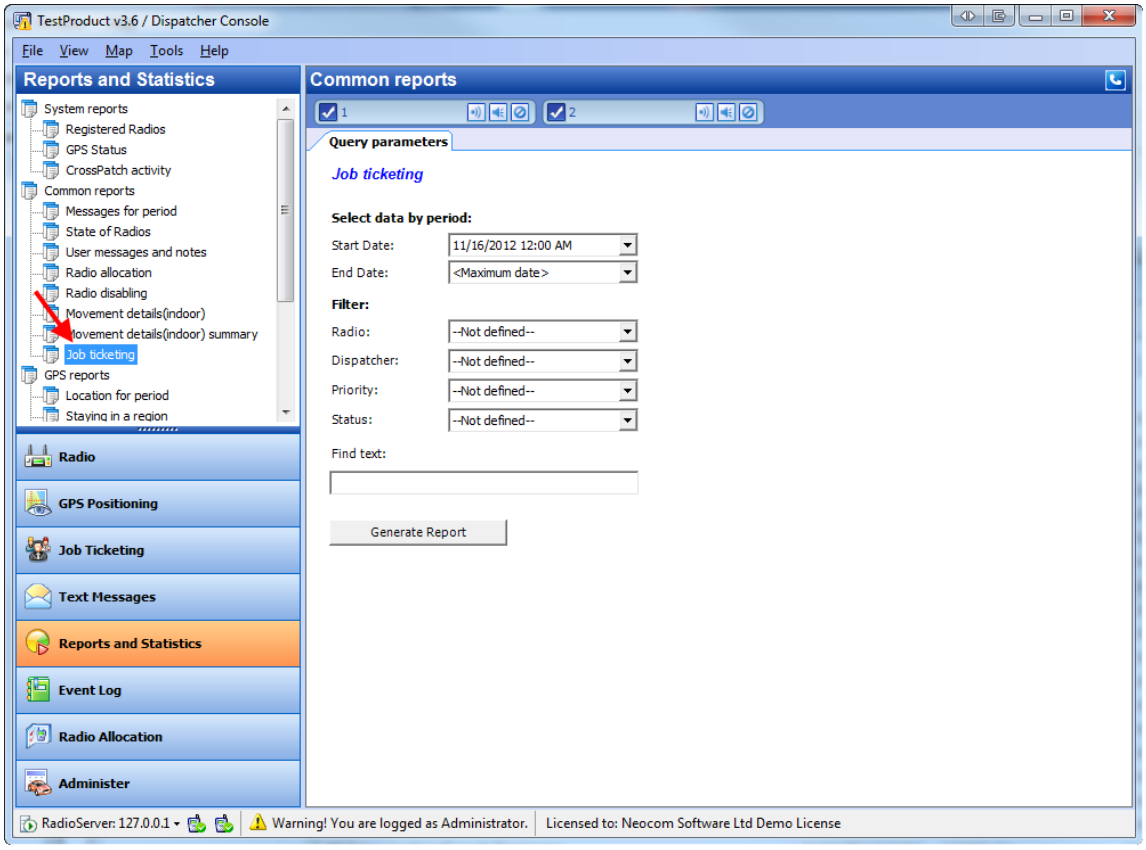
Priority - priority of the job ticket task

Comment - comment on the job ticket (if there is one).

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Job Ticketing Report

Completed job tickets are saved in **GPS Positioning** interface table only for one hour. If you need to go back to any completed job ticket go **Reports and Statistics - Common Reports - Job Ticketing**



Specify the following **Query parameters**:

Select data by period:

Start Date - specify the date and time when the job ticket was accepted by the subscriber

End Date - Specify the date and time цокт job ticket task was completed

Filter:

Radio - select the subscriber radio you eant to generate the report for

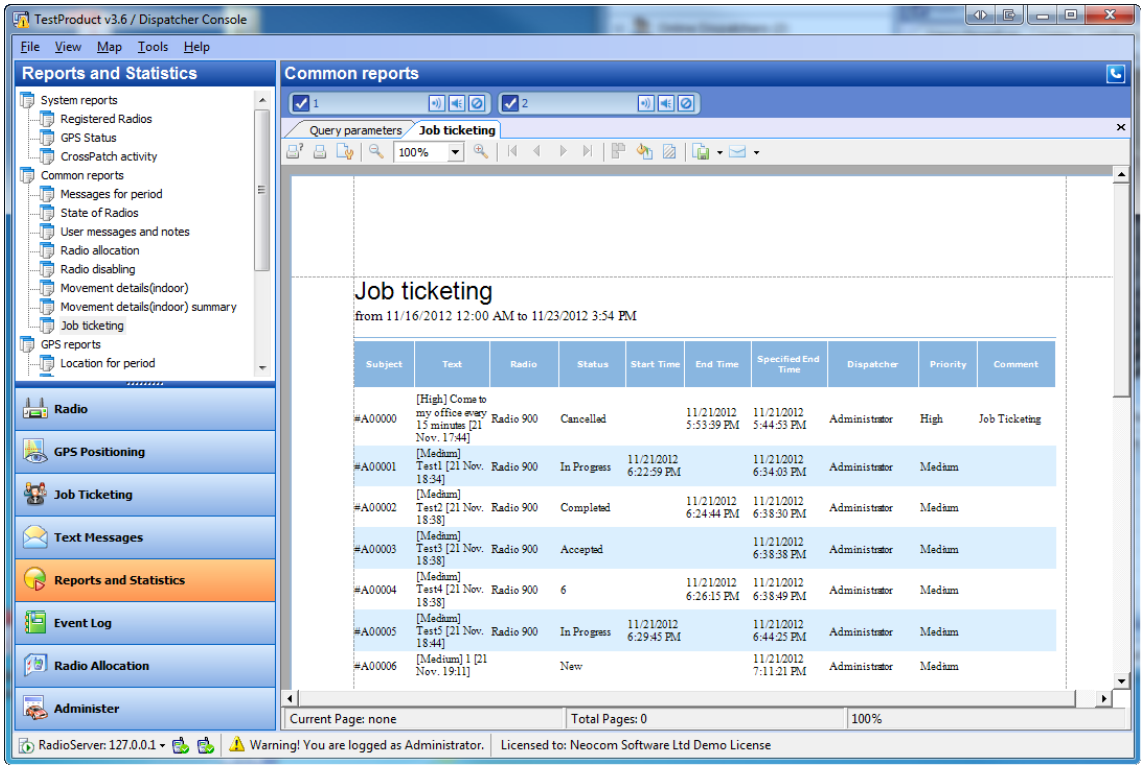
Dispatcher - select the dispatcher whos sent the job ticket to a subscriber

Priority - select the priority set in the job ticket

Status - select the status of the job ticket

Find text - inter the text contained in the job ticket you want to find

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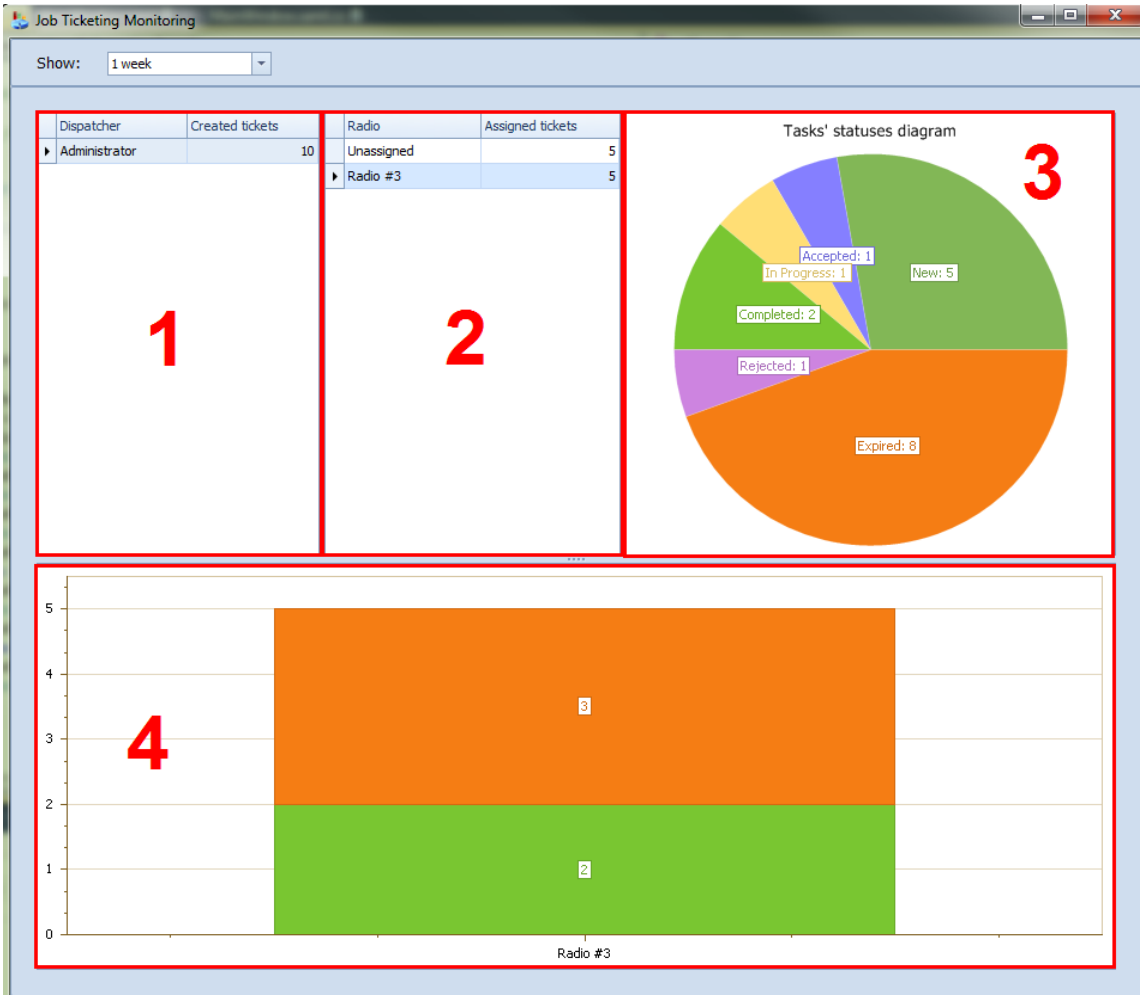


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Job Ticketing Diagram

To see the diagram go **Tools - Job Ticket Monitoring**

In the **Show**specify the period you want to see the report for



1 - you may see the dispatcher(administrator) and all the job tickets created by this dispatcher

2 - you may see the radio and the number of job tickets assigned for this radio

3 - total number of job tickets in the system, the tickets are divided according to their statuses

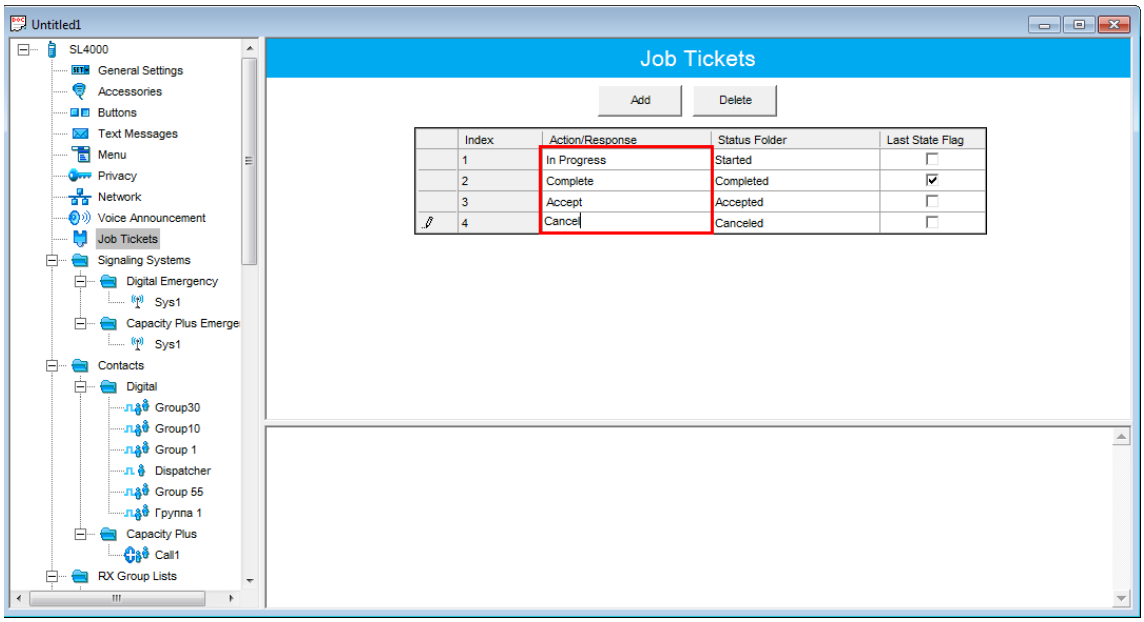
4 - you may see the statistics for the job tickets for every radio in the system

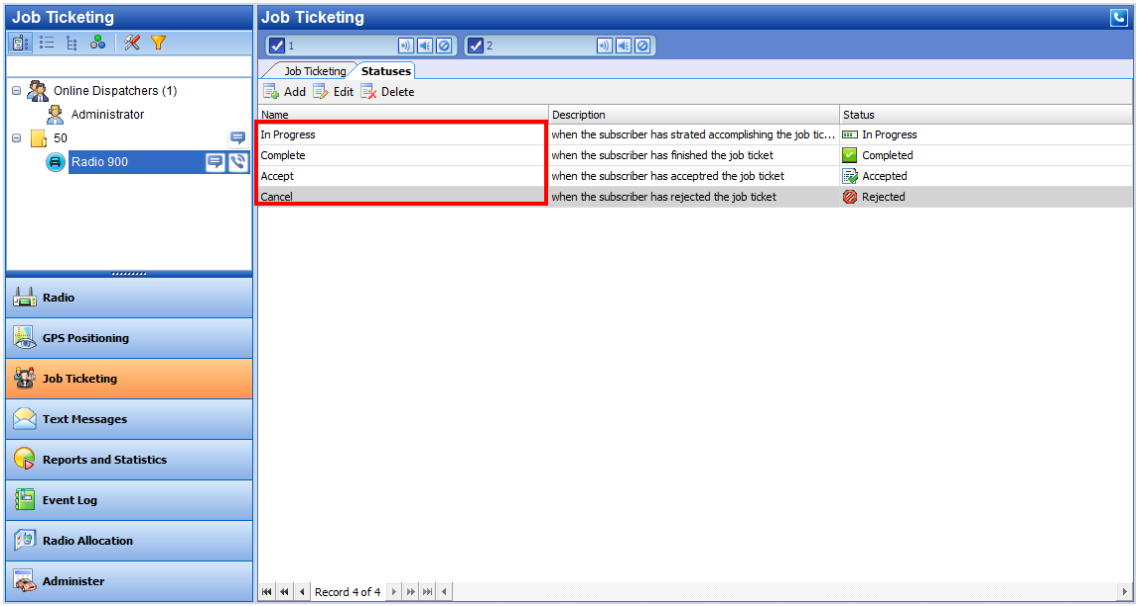
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Attachment 1

To match **Action/Response** in **CPS** and **Name** in **TRBOnet Enterprise**

Name column in **TRBOnet Enterprise** should be identical to the **Action/Response** column in **CPS**.





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