



# **TRBOnet Enterprise/PLUS**

## **Job Ticketing**

User Guide Version 5.2

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## **1** Introduction

#### 1.1 About This Guide

This document is intended for administrators setting up evaluation and proof-ofconcept deployments of MOTOTRBO Dispatch over IP solutions. The document describes the minimum steps to configure and use the Job Ticketing feature.

#### **1.2 About TRBOnet**

TRBOnet is a suite of professional applications for MOTOTRBO digital two-way radio networks. TRBOnet manages voice and data communication paths across network endpoints. It provides a unified graphical dispatcher workbench interface for the entire range of workforce fleet management tasks.

For more information about TRBOnet products, refer to our website.

#### 1.3 Contacts

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## 2 **Overview**

TRBOnet Dispatch Console provides the **Job Ticketing** feature – the integrated ticketing system that allows dispatchers to create, assign, and track job tickets through the radio network.

Note: Before using the feature, make sure that your TRBOnet Dispatch Software license includes Job Ticketing.

## 3 Configuration

This section describes how to configure radios and TRBOnet Dispatch Console to use the Job Ticketing feature to its utmost.

#### 3.1 Configuring radios with MOTOTRBO CPS

- Connect a radio to the PC via a programming cable.
- Turn on the radio.
- Run MOTOTRBO CPS.
- Click the **Read** button on the toolbar.

File Edit View Device Features	Remote Window	Help		_ 8 >
RM Open Save Reports Delete Cut	Copy Paste Search	Read Write Clone Bluet		
DP4801     OP4801     General Settings		Job Ti	ckets	
Accessories		Add	Delete	
Text Messages	Index	Action/Response	Status Folder	Last State Flag
101 Telemetry	▶ 1	Accepted	Accepted	
······ 📷 Menu	2	Rejected	Rejected	
Security	3	Cancelled	Cancelled	
Network	4	Progress	Progress	
Announcement	5	Completed	Completed	
			·	
< > Iob Tickets			Expert View	NUM

- In the left pane, select **Job Tickets**.
- In the **Job Tickets** pane on the right, populate the table with the desired ticket statuses.
  - Click **Add**.
  - In the Action/Response column, specify a text for an action or a response of a job ticket.

Note: Make sure the Action/Response names will match the status names in TRBOnet Dispatch Console (Job Ticketing>Statuses>Name)

- In the **Status Folder** column, specify a name for the status folder.
- In the Last State Flag column, mark an entry to have the highest priority be removed from the job ticket list in the radio when the list is full.
- Once you have finished configuring the desired parameters, click the **Write** button on the toolbar.



## 3.2 Configuring Dispatch Console

• Click the **Job Ticketing** tab, and manage Job Tickets in the **Job Ticketing** pane.

File View Map Tools Help		
Job Ticketing	Job Ticketing	👲 🐵 🕒
💼 🗄 🛔 💑 💱 🗶 🍟	🐼 1: Line free 🔹 ⊘ ✔ Intercom 🔊 €; ⊘	
🖂 📑 Firemen 📮 🦳	Group 10 ● ● ● ● ▲ All Call ● ● ● ●	
📌 🕒 125 🛛 🔍 📮	🔽 Group 20 🔹 🖉 🗸 Group 11 🔹 🖉	
🐔 💽 235  🔌 📮 🗖	Group 22 🕘 📢 🖉 🔽 Private Call 🔄 📢 📢 🧭	
🗢 📥 Police 🛛 🖃 🗖	Job Ticketing Statuses Custom Fields Templates	
Voice Dispatch	🔜 Add (F2) 🛛 🛃 Edit (F4) 🐒 Assign (F5) 🛛 🚟 Grouping 🍸 Auto Filter 🌼 D	efault Settings 쀁
······································	Status ID Text Specified End Time	City
Location Tracking	* New #A00006 Check the pipe in 07.06.2017 15:40:00	Mo
<u> </u>	* New #A00007 Medium, Check the	St
🚰 Job Ticketing 🦟		
Route Management		
	HI II I Record 1 of 2 + + + HI I	•
RFID Tracker	Processing tasks:	
	Status ID Start Time End Time	Specified
Text Messages	+ Accepted #A00008	
Voice Recording	→ Assigned #A00009	
Reports		
Event Viewer		
Lvent viewer	144 44 4 Record 2 of 2 > >> >> 4	Þ
🐻 127.0.0.1 🔉 🐟 🕱 Administ	ator Et Licensed to: demo	🕢 Active 🗸

#### 3.2.1 Adding a Status for Job Ticketing

• In the **Job Ticketing** pane, click the **Statuses** tab to see the statuses available for job tickets.

🛃 Add 🌗 Edit 🛒	k Delete			
Name		Description	Status	
New			🌣 New	
Cancelled			× Cancelled	
Assigned			→ Assigned	
Accepted			+ Accepted	
Rejected			- Rejected	
Completed			✓ Completed	
Progress			In Progress	

• Click the **Add** button to add a Job Ticket status.

Job Ticket Status	X
Name:	Accepted
Description:	Accept
Status:	+ Accepted
	+ Accepted
	✓ Completed
	ර In Progress
	- Rejected

Name

Specify a Job Ticket status name to display in the system.



- Note: The **Name** value must match the value of the corresponding *Action/Response* field configured for a radio in *MOTOTRBO CPS, Job Tickets*. See section <u>3.1, Configuring</u> radios with MOTOTRBO CPS.
- Description

Add a description for the job ticket status.

Status

From the drop-down list, select the Job Ticket status.

#### 3.2.2 Adding Custom Fields for Job Ticketing

In addition to the default fields (Priority, Deadline, etc.), you can add custom fields with pre-defined values to be used in tickets/ticket templates.

• In the **Job Ticketing** pane, click the **Custom Fields** tab to see the list of custom fields available for job tickets.

Job Ticketin	Statuses Custom Fields Templates
🛃 Add 📑 E	dit 🛃 Delete 🔨
Name	Values
Town	Kotka;Hamina;Loviisa
Quality	High;Low;Middle

144 44 4 Record 1 of 2	Þ	₩	₩ 4	<b>b</b>
	_	-		

• Click the **Add** button.

Job Ticket C	ustom Field		×
Name:	Town		
Values			
Kotka			
Hamina			
Loviisa			
			Total: 3
Add	C Delete		
		ОК	Cancel

In the Job Ticket Custom Field dialog box, specify the following:

Name

Enter a name for the field.

Values

Click the **Add** link and enter a pre-defined value for the field.

#### 3.2.3 Creating a Ticket Template

You can create ticket templates in advance to then use them when creating tickets.



⊧

Job Tid	keting	Statuses C	Custom Fields Templates	s			
🛃 Add	🍌 Ed	lit 🗟 Binding	📑 Default Template	😽 Delete 🕴	📑 Grouping 🍸 Auto Filte	r 🗼 Default Settings	
Name		Priority	Text		Specified End Time	Comment	Bin
Towns		Medium	%PRIORITY% in %City%				
Cleaning		Medium	Do cleaning in %Town%				
		$\mathbf{X}$					

H4 44 4 Record 1 of 2 + + + + H 4

- Click the **Templates** tab to see the list of templates available for job tickets.
- Click the Add button to create a ticket template.
- In the Job Ticket Template dialog box, fill in the desired fields, and click OK.

Note: For information about the fields, see section <u>4.1, Creating a</u> <u>Job Ticket</u>.

#### 3.2.4 Selecting Ticket Status Color

You can also color tickets based on their statuses.

• Click the **Job Ticketing** tab, and on the toolbar, click the **Status Colors** button.

	Job Ticke	ting Stat	tuses Custom	Fiel	ds	Те	mplates					
	Add (F2)	🗕 📑 Edi	t (F4) 🐒 Assig	gn (	F5)	∃	🛿 Grouping 🍸 Auto Filter		Stat	tus (	Colo	rs
	Status	ID	Text	Δ			Specified End Time	Γ				Town
☆	New	#A00010	Medium %City%	6								Kotka
☆	New	#A00007	Medium, Check				/					St.Peter.

• In the Select Job Status Color dialog box that opens:



 Click the arrow on the right, and from the drop-down list, pick the color for the selected status.



## 4 **Operation in Dispatch Console**

#### 4.1 Creating a Job Ticket

• In the **Job Ticketing** pane, click the **Job Ticketing** tab to see the list of created job tickets.

	Add (F2	2) 🚽 📐 Edit	(F4) 🐒 As	sign (F	F5)	Gro	uping	🝸 Αι	uto Filter 🌼 De	fault Setti	ngs 🔠 Statu	s Colors			×
	Status	ID	Text			Pe	Cr	Specifi	ied End Time		Created By	Prio	C	 Qu.	
\$	New	#200007	Medium, Ch	eck th	e pi		07				Administrator	Medi			
☆	New	#A00010	Medium %	ity%			07				Administrator	Medi		 High	h
44	44 4 R	ecord 2 of 2	F H4 44												)
	4 4 Ri		• • • •										*****		•
			<u>• ж ч 1</u>			Start Tim	ie		End Time		Specified End	Time  .		 	)
	ocessing	tasks: ID			:	Start Tim	ne		End Time		Specified End			 •••	•

HI HI A Record 1 of 2 + H HI 4

- Click the **Add** button to create a job ticket.
  - Note: To create a ticket from a template, click the arrow on the right of the **Add** button to select from the available ticket templates. For how to create templates, see section <u>3.2.3</u>, <u>Creating a Ticket Template</u>.

Job Ticket	×
Ticket ID:	#A00000
Priority:	Medium ~
Deadline:	21.04.2017 11:54
	<u>+5min</u> <u>+10min</u> <u>+30min</u> <u>+1hour</u>
Predefined Texts:	- 12 + -
Text:	Check the pipe
	111 ~
Variables:	Priority Due Date Due Time
	Notify on status changes
	Notify if ticket is not accepted by
	21.04.2017 11:49
	Notification List
Comment:	^
	~
Hide Advanced Opt	ions OK Cancel

In the Job Ticket dialog box, specify the following parameters:

Ticket ID

This value will be set automatically once the ticket has been created.

Priority

From the drop-down list, select the task priority.

Deadline

Select this option and in the box to the right, enter a due date and time for the task.

►



#### Predefined Texts

From the drop-down list, select a predefined text for the Job Ticket.

• Click the 🔊 button to edit the predefined text.

Predifined Text Editing	>
Name:	
Text	
Check the pipeline	
Check the toll fare	
	Total: 2
🕂 Add 🗙 Delete	Priority Due Date Due Time
	OK Cancel

- Click the **Add** link and type the text in the line that appears. In addition, you can also add to this text:
  - ✓ Priority
    - Click this link to add the ticket priority to the text.
  - ✓ Due date

Click this link to add the ticket due date to the text.

✓ Due time

Click this link to add the ticket due time to the text.

Text

Enter the text message in this box.

Notify on status changes

Select this option to send notifications to Dispatchers, Email and/or SMS groups when a Job Ticket status changes.

Notify if ticket is not accepted by

Select this option to send notifications to dispatchers, Email and/or SMS groups if a radio does not accept the Job Ticket at the time specified in the box below.

Notification List

Click this link and choose the recipients of selected notifications.



Notification List	×
Dispatchers Email SMS Radios	
✓ Notify Dispatchers ✓ Administrator	
Dispatcher 1	
Dispatcher 2	
ОК	Cancel

You can notify dispatchers with the help of notifications in the Dispatch Console (on the **Dispatchers** tab, check **Notify Dispatchers**, and select dispatchers), Email groups by sending Emails to dedicated Email groups (click the **Email** tab, check **Notify by Email**, and select Email groups) and phone users by sending SMS to dedicated SMS groups (clcik the **SMS** tab, check **Notify by SMS**, and select SMS groups).

#### Comment

Add a comment for the ticket.

#### 4.2 Assigning a Job Ticket

• Select a job ticket in the list, and click the **Assign** button. Or, right-click the job ticket and choose **Assign**.



In the **Assign Job Ticket** dialog box that appears:



Assign Job	Ticket		×
🐒 Assi	gn Job Ticket		
Radio:	€       111         ▼ €       125 (Pete) 125         €       222         ▼ €       235 (Basil) 235         €       Radio 200         €       Radio 201         €       Radio 202         ∅       □		•
		ОК	Cancel

- In the list, select a radio, radio group or logical group to which to assign the job ticket.
- Click **OK** to assign the task to selected radio(s).

As a result, the selected radio(s) will receive the job ticket.

#### 4.3 Viewing Job Ticketing Statistics

• On the main menu, select **Tools**, then click **Job Ticketing Monitoring** to see the Job Ticketing statistic diagram:



In this window, you can perform the following actions:

- Select a time period for which to display Job Ticketing data.
- Monitor tickets created by dispatchers.
- Monitor tickets assigned to radios.

All data are shown in the form of status diagrams.

#### 4.4 Viewing Job Ticketing Reports

- To view a job ticketing report, go to **Reports** (1), and select **Common Reports** (2) **Job Ticketing** (3).
- On the **Common reports** pane, click the **Query parameters** tab, and specify the appropriate parameters and then click **Generate Report**.



• Click the **Job Ticketing** tab to see the generated report.

eports	Commo	on reports									🔮 🕯
Common reports 2 Messages for Period 2 State of Radios	↑ Inte			1: Line free Group 30	) 30 (1				Group 10		
User Messages and Notes Adio Allocation Radio Disabling Telemetry Radio Users by Channel			Job Ticketing 🗶 % 🔽 🔍   14	 	₽- ��- 22	<b>₽</b> • ≥•					
State of Radios Summary Lone Worker Activity CAN graphics CAN results Job Ticketing Job Ticketing			icketing 1-2016 0:00 to 21-		Status	Creation	Start Time	End Time	Specified End	Created by	Priority
Voice Dispatch		#A00000	%PRIORITY%%	Performer	New	Time 07-Nov-2016 14:04:31		End Three	Time 07-Nov-2016 14:19:00	Administrator	
Job Ticketing		#A00001	%PRIORITY%		Accepted	07-Nov-2016 14:04:58		07-Nov-2016 14:49:55		Administrator	Medium
Route Management		#A00002	%DATE%		Assigned	07-Nov-2016 14:25:12		07-Nov-2016 14:50:09		Administrator	Medium
RFID Tracker		#A00003	%TIME%		Accepted	07-Nov-2016 14:25:25		07-Nov-2016 15:00:35		Administrator	Medium
Text Messages		#A00004	jkg		Assigned	07-Nov-2016 15:01:59		07-Nov-2016 15:17:57		Administrator	Medium
Voice Recording		#A00005	Abc		Assigned	07-Nov-2016 15:18:13		07-Nov-2016 15:21:07		Administrator	Medium
Reports	1	#A00006	123	125 (Cleaning 1)	Completed	07-Nov-2016 15:29:19		07-Nov-2016 15:35:02		Administrator	Medium
Reports •		#A00007	456		New	07-Nov-2016 15:38:32				Administrator	Medium
Radio Allocation		#A00008	Visit mortre		Completed	07-Nov-2016 15:38:39	07-Nov-2016 17:58:21	07-Nov-2016 17:58:49		Administrator	Medium
		Duration					02:19:41				
Administration		Duration	2:					00:00:28			