

TRBOnet Enterprise/PLUS

Job Ticketing

User Guide

Version 5.2

World HQ
Neocom Software
8th Line 29, Vasilyevsky Island
St. Petersburg, 199004, Russia

US Office
Neocom Software
15200 Jog Road, Suite 202
Delray Beach, FL 33446, USA

Internet
Email: info@trbonet.com
WWW.TRBONET.COM

Telephone
EMEA: +44 203 608 0598
Americas: +1 872 222 8726
APAC: +61 28 6078325



Notices

This document is for informational purposes only. Neocom Software offers no warranties, express or implied, in this document.

Neocom and the Neocom logo, TRBOnet and the TRBOnet logo are either registered trademarks or trademarks of Neocom Software, Ltd.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC.

Intellectual property rights protect the voice coding technology embodied in this product including patent rights, copyrights and trade secrets of Digital Voice Systems, Inc. This voice coding technology is licensed solely for use within this communications equipment. U.S. Pat. Nos. 6,199,037, 5,870,405, 5,754,974, 5,664,051, 5,630,011, 5,517,511, 5,491,772, 5,247,579, 5,226,108, 5,226,084, 5,216,747 and 5,081,681.

Microsoft, Windows, SQL Server and the .NET logo are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other jurisdictions.

Other product or company names mentioned herein may be trademarks of their respective owners.

© 2017 by Neocom Software, Ltd. All rights reserved.

This document was last revised on October 19, 2017.

Contents

1	Introduction	1
1.1	About This Guide	1
1.2	About TRBOnet.....	1
1.3	Contacts	1
2	Overview	2
3	Configuration	2
3.1	Configuring radios with MOTOTRBO CPS.....	2
3.2	Configuring Dispatch Console.....	3
3.2.1	Adding a Status for Job Ticketing	3
3.2.2	Adding Custom Fields for Job Ticketing.....	4
3.2.3	Creating a Ticket Template.....	4
3.2.4	Selecting Ticket Status Color	5
4	Operation in Dispatch Console	6
4.1	Creating a Job Ticket.....	6
4.2	Assigning a Job Ticket	8
4.3	Viewing Job Ticketing Statistics	9
4.4	Viewing Job Ticketing Reports	9

1 Introduction

1.1 About This Guide

This document is intended for administrators setting up evaluation and proof-of-concept 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

Region	Phone	Email & Support
EMEA	+44 203 608 0598	info@trbonet.com — general and commercial inquiries
Americas	+1 872 222 8726	support@trbonet.com — technical support
APAC	+61 28 607 8325	http://kb.trbonet.com — online knowledge base

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.

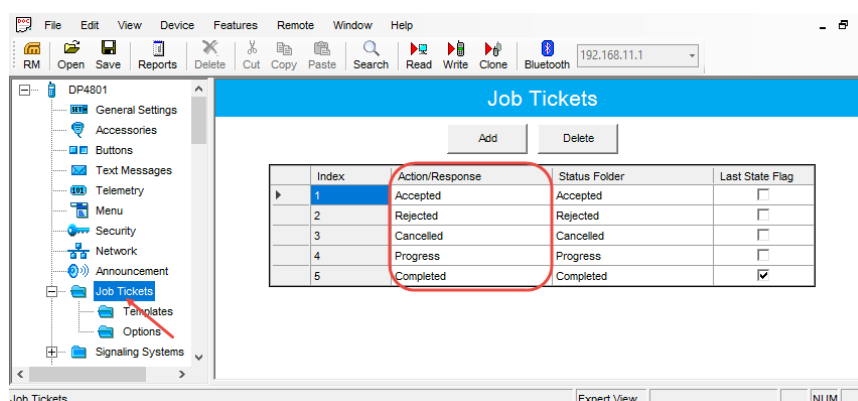
Note: Before using the feature, make sure that your TRBOnet Dispatch Software license includes Job Ticketing.

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.



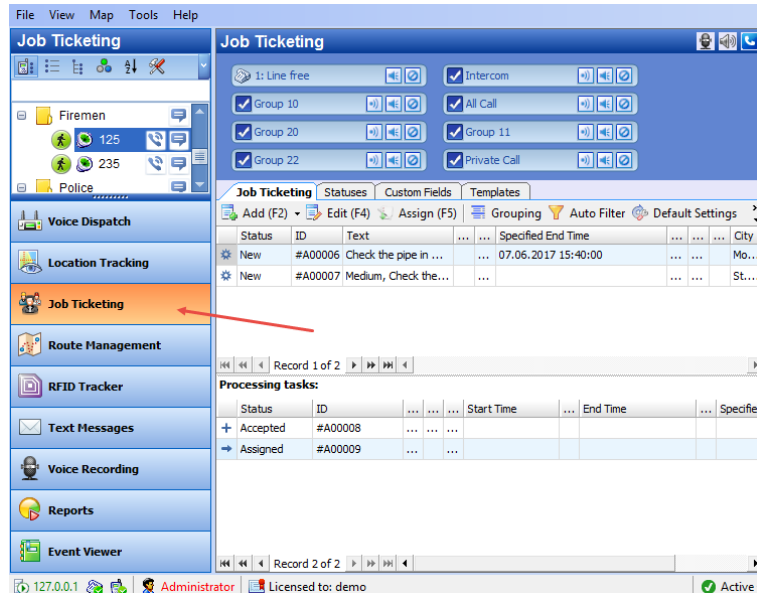
- In the left pane, select **Job Tickets**.
- In the **Job Tickets** pane on the right, populate the table with the desired ticket statuses.
 - Click **Add**.
 - In the **Action/Response** column, specify a text for an action or a response of a job ticket.

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.

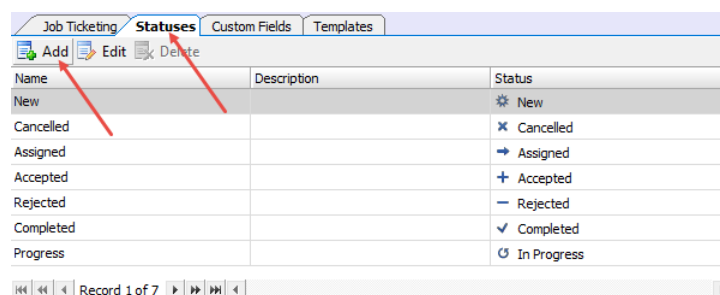
3.2 Configuring Dispatch Console

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

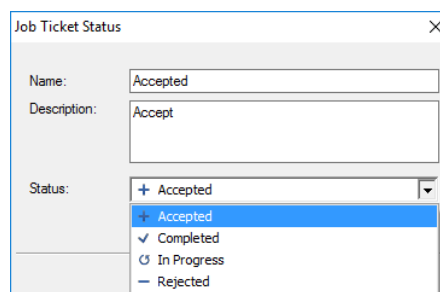


3.2.1 Adding a Status for Job Ticketing

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



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



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

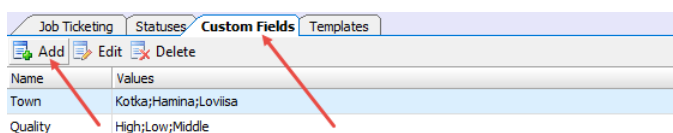
Note: The **Name** value must match the value of the corresponding *Action/Response* field configured for a radio in *MOTOTRBO CPS, Job Tickets*. See section [3.1, Configuring radios with MOTOTRBO CPS](#).

- **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.

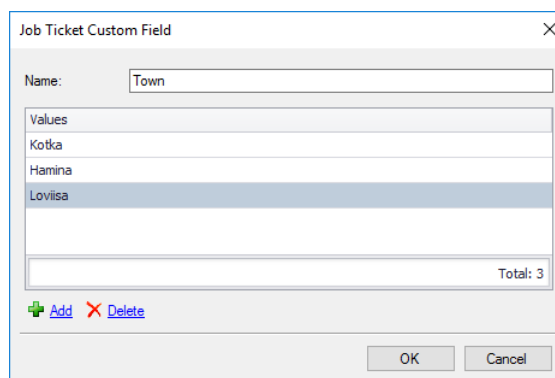
- In the **Job Ticketing** pane, click the **Custom Fields** tab to see the list of custom fields available for job tickets.



Job Ticketing	
Name	Values
Town	Kotka;Hamina;Loviisa
Quality	High;Low;Middle

Record 1 of 2

- Click the **Add** button.



Job Ticket Custom Field

Name:

Values

- Kotka
- Hamina
- Loviisa

Total: 3

[Add](#) [Delete](#)

OK 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 Ticketing						
<div> <div>Job Ticketing</div> <div>Statuses</div> <div>Custom Fields</div> <div>Templates</div> </div>						
<div> <div>Add</div> <div>Edit</div> <div>Binding</div> <div>Default Template</div> <div>Delete</div> <div>Grouping</div> <div>Auto Filter</div> <div>Default Settings</div> </div>						
Name	Priority	Text			Specified End Time	Comment
Towns	Medium	%PRIORITY% in %City%				
Cleaning	Medium	Do cleaning in %Town%				

Record 1 of 2

- 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 [4.1, Creating a Job Ticket](#).

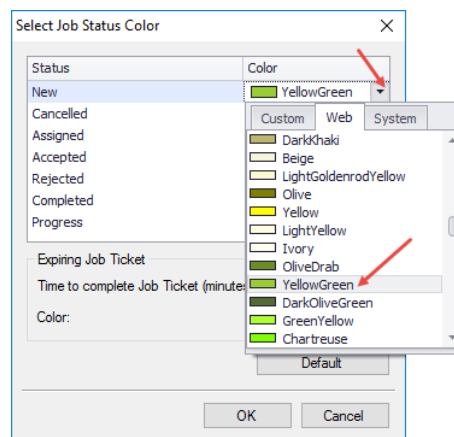
3.2.4 Selecting Ticket Status Color

You can also color tickets based on their statuses.

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

Job Ticketing						
<div> <div>Add (F2)</div> <div>Edit (F4)</div> <div>Assign (F5)</div> <div>Grouping</div> <div>Auto Filter</div> <div>Status Colors</div> </div>						
Status	ID	Text			Specified End Time	Town
New	#A00010	Medium %City%				Kotka
New	#A00007	Medium, Check ...				St.Peter.

- In the **Select Job Status Color** dialog box that opens:

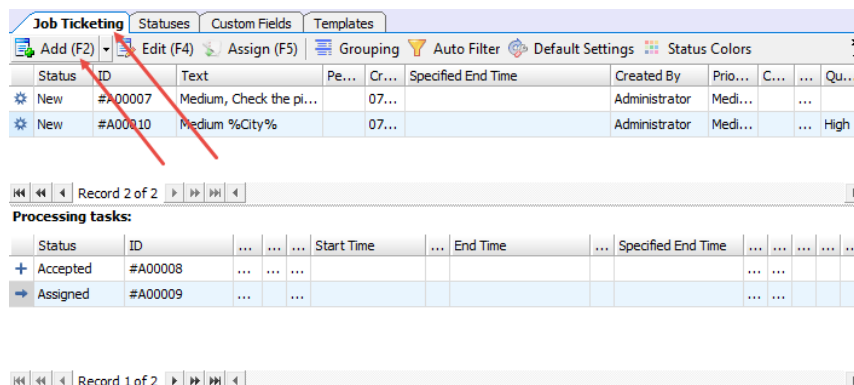


- Click the arrow on the right, and from the drop-down list, pick the color for the selected status.

4 Operation in Dispatch Console

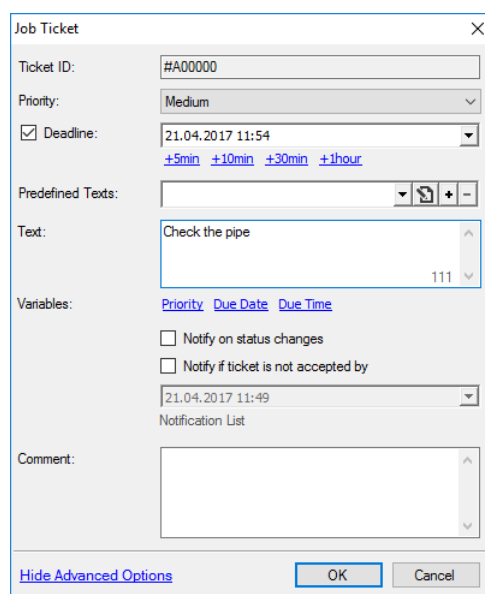
4.1 Creating a Job Ticket

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



- 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 [3.2.3, Creating a Ticket Template](#).




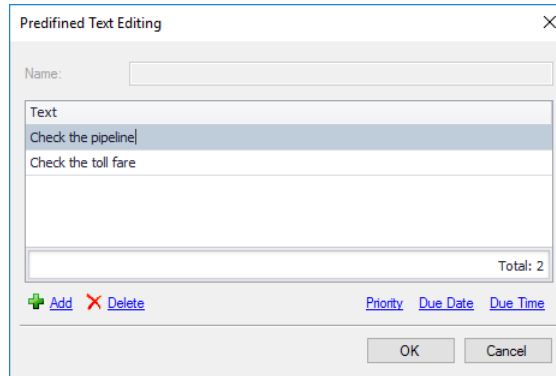
In the **Job Ticket** dialog box, specify the following parameters:

- 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.

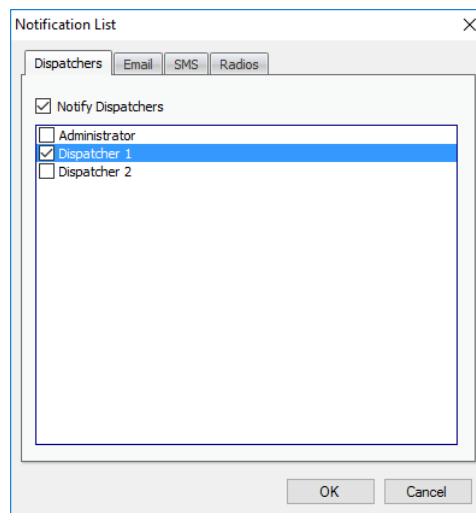
- **Predefined Texts**

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

- Click the  button to edit the predefined text.



- 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.

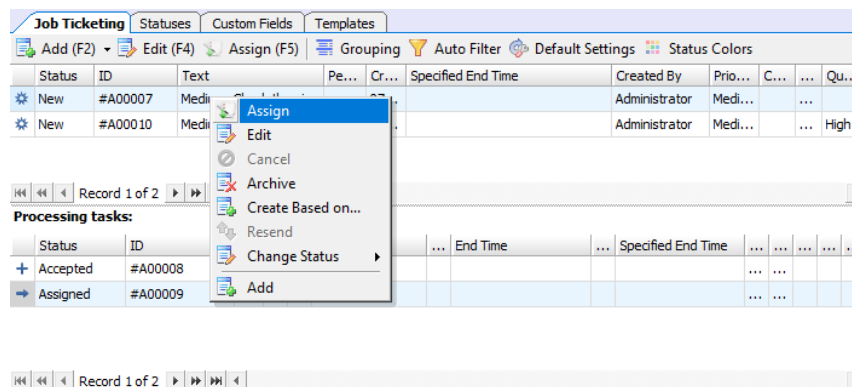


You can notify dispatchers with the help of notifications in the Dispatch Console (on the **Dispatchers** tab, check **Notify Dispatchers**, and select dispatchers), Email groups by sending Emails to dedicated Email groups (click the **Email** tab, check **Notify by Email**, and select Email groups)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

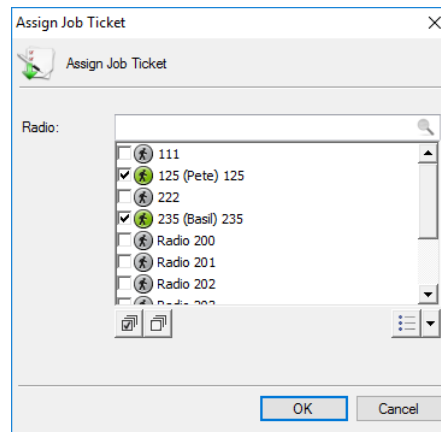
- **Comment**
Add a comment for the ticket.

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**.



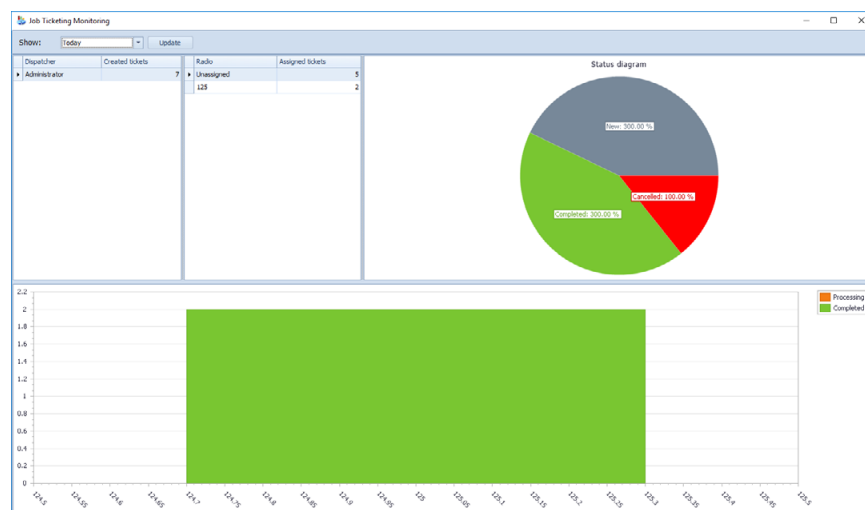
In the **Assign Job Ticket** dialog box that appears:



- 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:

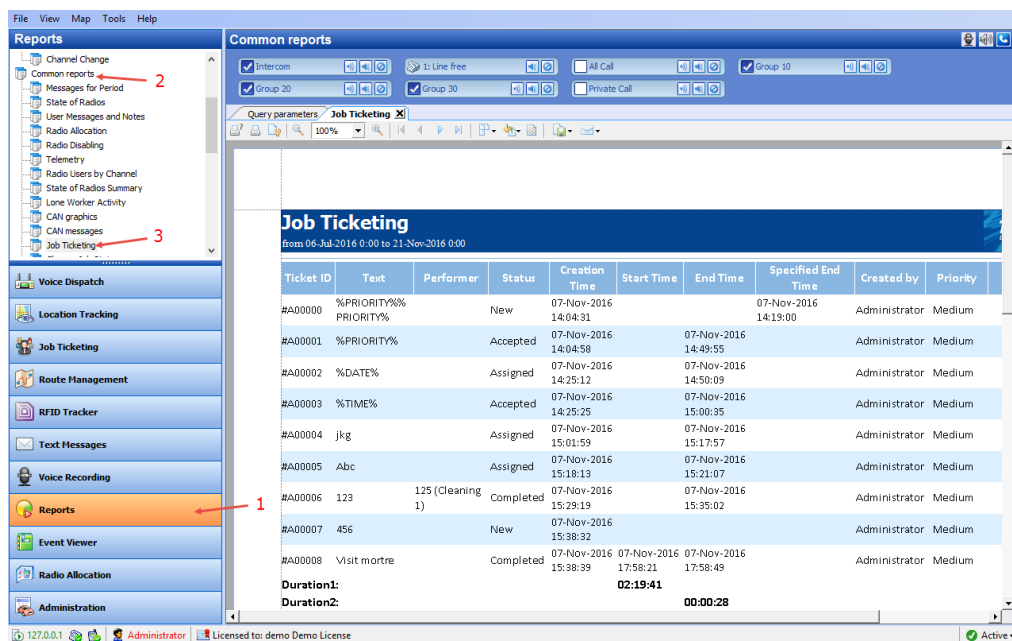
- Select a time period for which to display Job Ticketing data.
- Monitor tickets created by dispatchers.
- Monitor tickets assigned to radios.

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.



Job Ticketing
from 06-Jul-2016 0:00 to 21-Nov-2016 0:00

Ticket ID	Text	Performer	Status	Creation Time	Start Time	End Time	Specified End Time	Created by	Priority
#A00000	%PRIORITY% PRIORITY%		New	07-Nov-2016 14:04:31			07-Nov-2016 14:19:00	Administrator	Medium
#A00001	%PRIORITY% PRIORITY%		Accepted	07-Nov-2016 14:04:58		07-Nov-2016 14:49:55		Administrator	Medium
#A00002	%DATE% 14:25:12		Assigned	07-Nov-2016 14:25:12		07-Nov-2016 14:50:09		Administrator	Medium
#A00003	%TIME% 14:25:25		Accepted	07-Nov-2016 14:25:25		07-Nov-2016 15:00:35		Administrator	Medium
#A00004	jkg		Assigned	07-Nov-2016 15:01:59		07-Nov-2016 15:17:57		Administrator	Medium
#A00005	Abc		Assigned	07-Nov-2016 15:18:13		07-Nov-2016 15:21:07		Administrator	Medium
#A00006	123	125 (Cleaning 1)	Completed	07-Nov-2016 15:29:19		07-Nov-2016 15:35:02		Administrator	Medium
#A00007	456		New	07-Nov-2016 15:38:32				Administrator	Medium
#A00008	Visit morte		Completed	07-Nov-2016 15:38:39	07-Nov-2016 17:58:21	07-Nov-2016 17:58:49		Administrator	Medium

Duration1: 02:19:41
Duration2: 00:00:28