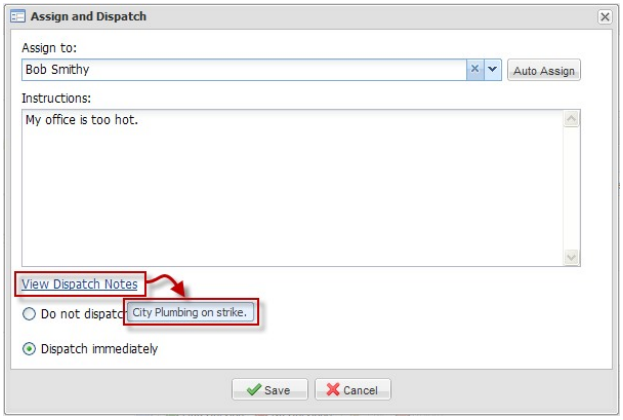
Dispatch Notes

Control Panel > Setup > Work Order Routing > Assignments Tab

About Dispatch Notes:

Dispatch notes can be assigned to **Request Types** in order to help staff members decide how to dispatch work orders that require more complex considerations. For example, when more than one vendor is available to respond to a request type, a dispatch note may be added to the request type.

Dispatch notes are internal notes, which assist the dispatcher in assigning a work order. When a request type with a dispatch note is selected in a work order, the dispatch notes appear in the Assign and Dispatch pop-up window as a link, which can be moused over.