Pool Dispatch Details

Pools are predefined groups of employees. After setting up one or more Pools, you will be able to assign work orders to Pools, either by using the routing table, or by manually assigning a specific work order to a pool.

For more information on Pool configuration, see the Pools section under Work Order Routing.

When a work order is dispatched to a Pool, the dispatch record is marked in the work order's history with a Pool icon (

🆑 Start Work 🛷 Comple	ete Work Other Event	s 🔹 🥜Edit		🝰 Dispatch	Details
Date	Event	Employee	Time Taken	Updated By	
Apr 20 at 11:52 am	Accepted	John Smythe			
Apr 20 at 10:49 am	Dispatched	💣 HVAC Team		Bill Morrow	
Apr 20 at 10:49 am	Assigned	🛃 HVAC Team		Bill Morrow	
Apr 20 at 10:47 am	Open			Bill Morrow	

The work order history is updated as recipients within the pool respond with an ACCEPT or REJECT, as with any other work order. The first person to accept the work order is assigned to it, with the employee's name added to the history as an Accepted event, as shown above.

A detailed log of each pool member's response to the work order is also recorded. You can view this additional log as follows:

- 1. Click on the Dispatched event, where the work order was dispatched to a Pool.
- 2. Click the Dispatch Details button. The Details window will open.

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Apr 20 at 10:49 am	Dispatched	🝰 HVAC Team		Bill M	lorrow	
Apr 20 at 10:49 am	Assigned	🚈 HVAC Team		BillN	Bil Morrow	
Apr 20 at 10:47 am	Open			Bill M	lomow	

3. The Details window displays the responses logged from each employee in the Pool. When you are done reviewing the information, click in the top-right corner to close the window.

Employee	Event	Date	
Bruno Calisto	Dispatched	Apr 20 at 10:50 am	
John Smythe	Dispatched	Apr 20 at 10:50 am	
John Smythe	Accepted	Apr 20 at 11:52 am	
Kristen Holmes	Dispatched	Apr 20 at 10:50 am	
Kristen Holmes	Rejected	Apr 20 at 11:52 am	