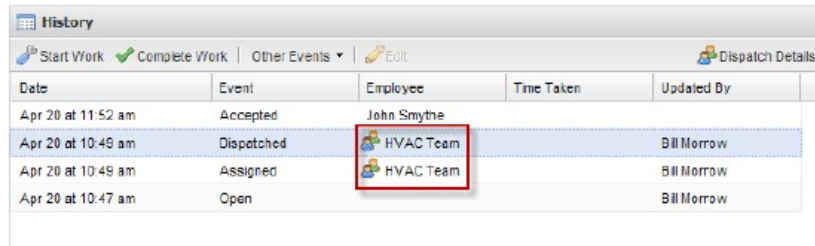


Pool Dispatch Details

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 (👤) beside the name, as shown below:



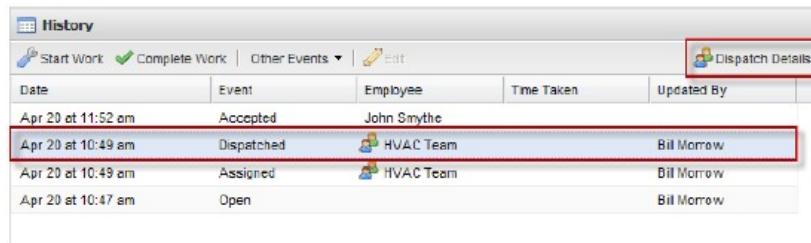
The screenshot shows a 'History' window with a table of events. The 'Dispatched' event at 10:49 am is highlighted, and a red box is drawn around the 'HVAC Team' entry in the 'Employee' column.

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.



The screenshot shows the same 'History' window as above. A red box is drawn around the 'Dispatch Details' button in the top right corner of the window.

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

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.



The screenshot shows a 'HVAC Team - Details' window with a table of individual employee responses.

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