



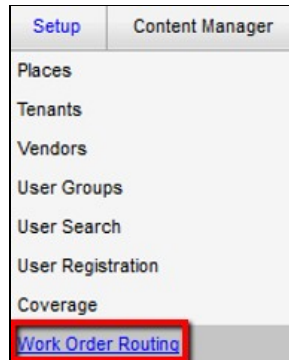


# Work Order Routing

[Control Panel](#) > [Setup](#) > [Work Order Routing](#)

## About Work Order Routing:

Located under **Control Panel** > **Setup** > **Work Order Routing**, the **Routing** menu option is used to configure dispatch and routing options for **Tenant Request** and **Preventive Maintenance** work orders.



## Tenant Request:

The **Work Order Routing** screen provides an automated solution for the **Tenant Request** work order assignment process.

- Use the [Assignments](#) tab to set up automatic assignments and dispatch these new work orders to selected staff members, vendors, or staff member groups (pools) based on the request type.
- The [Pools](#) tab allows you to define groups of staff members, which can have work orders assigned to them. For additional details on how pools work, see [About Pools](#).
- In situations where a staff member will be temporarily unavailable, the [Forwarding](#) tab can be used to reassign work orders to another staff member.
- The [Options](#) tab provides additional work order dispatch options and general dispatch notes, which will apply to all work orders that involve the selected property.

When a request is entered into the system, the system will observe which shift is active at the time of the request. Every request entered into the system has a request type, even if only "Unspecified". The system will then check to see who is responsible for requests of this type during the current shift.

If **Work Order Routing** is not used, or if there are no staff members for a particular request type in the current shift, the new work order will be displayed on the [Outstanding List](#) and [Requires Dispatch List](#).

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## Note:

- Routing can be configured at a property level or if a property consists of more than one building, routing can be configured at a building level. This allows Axis Portal to accommodate routing for Engineers who may not work in every building within the property.

- The routing mode choice is made at the time that the property is setup in the system. Building mode is only available to those properties with multiple buildings.
  - Building-level routing can be enabled or disabled by contacting Axis Portal at [AxisSupport@cbre.com](mailto:AxisSupport@cbre.com).
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### **Preventive Maintenance:**

The **Work Order Routing** screen also provides configuration options for **Preventive Maintenance** work order schedules.

- The [Pools](#) tab allows you to define groups of staff members, which can be assigned to work order maintenance schedules. For additional details on how pools work, see [About Pools](#).
  - In situations where a staff member will be temporarily unavailable, the [Forwarding](#) tab can be used to reassign work orders to another staff member.
  - The [Options](#) tab allows automatic dispatching for maintenance schedules to be enabled and configured.
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### **Note:**

- For PM work orders, all staff members involved in [Pools](#) and work order forwarding rules require [Angus AnyWhere Mobile](#) for iOS, Android, and BlackBerry 10.
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