





# TRBONET Enterprise/PLUS Job Ticketing User Guide

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#### **USA Office**

Neocom Software 150 South Pine Island Rd., Suite 300 Plantation, FL 33324, USA

#### Sales

EMEA: +44 203 608 0598 Americas: +1 872 222 8726 APAC: +61 28 607 8325 www.trbonet.com info@trbonet.com

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# **1** Introduction

# 1.1 About This Guide

This document is intended for administrators setting up evaluation and proofof-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 <u>website</u>.

# 1.3 Contacts

Region	Phone	Email & Support
EMEA	+44 203 608 0598	<u>info@trbonet.com</u> — general and commercial inquiries
Americas	+1 872 222 8726	<u>support@trbonet.com</u> — technical support
АРАС	+61 28 607 8325	<u>https://trbonet.com/kb/</u> — 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.

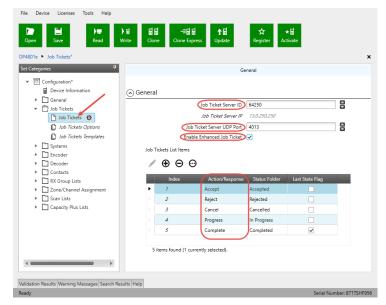
Note: Before using the feature, make sure that your TRBOnet Dispatch Software license includes Job Ticketing.

# 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.



## 3.1.1 Job Tickets

- In the Set Categories pane, select Job Tickets > Job Tickets.
- In the right pane, specify the following parameters:
  - Job Ticket Server ID Enter the Radio ID (must match TRBOnet Radio ID).
  - Job Ticket Server UDP Port Enter the appropriate port number (**4013**, by default)



### Enable Enhanced Job Ticket

Make sure this check box is selected.

- Populate the table with the desired ticket statuses.
  - Click the plus sign button.
  - In the **Action/Response** column, specify a text for an action or a response of a job ticket.

Note: Make sure the Action/Response name matches the value of the Action (CPS) field in TRBOnet Dispatch Console (Job Ticketing>Statuses>Action (CPS))

- 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.

## 3.1.2 Job Ticket Templates

- In **Set Categories** pane, select **Job Tickets > Job Tickets Templates**, In the right pane, click the plus sign button.
- In the **Template** pane on the right, specify the required template parameters.

Open Save Read	Write		Express Updat						
et Categories 🦊					Ge	neral			
Configuration*     Device Information		al							
General     Job Tickets					Template Name	Template1			
Job Tickets					Tag	T1			
<ul> <li>Job Tickets Options</li> <li>Dob Tickets Templates</li> <li>Template1 &amp;</li> </ul>		Tickets Template							
Systems		Position	<ul> <li>Name</li> </ul>	Tag	Туре	Option List	Length	Original Text	
Encoder     Decoder		1	Item1	11	Text	None	18	Do cleaning in	
Contacts	•	2	ltem2	11	Text	None	19	Check the door at	
Caroup Lists     Cone/Channel Assignment     Cone/Channel Assignment     Caroup Lists     Capacity Plus Lists									
<		2 items found (0	currently selected).						

Theses templates will then be used when you create a job ticket on the radio (**Job Tickets > Create Task > Send**).

• Once you have finished configuring the desired parameters, click the **Write** button on the toolbar.



# 3.2 Configuring Dispatch Console

## 3.2.1 Configuring a Radio

- Go to Administration, Radios.
- In the **Radios** pane, double-click the radio to edit its properties.

Voice Dispatch 125		Х						
General Logical Group	Additional SIP Call Cameras							
Radio Name:	125							
Radio ID:	125 🜩 Quick Call II: None 🔻							
Radio Groups:	All V +							
Home Group:	None 🗸 🔸							
Use icon:	🛞 Portable Radios 🛛 🗸 🔸 –							
	Locauon Enableu							
Telemetry Servic	e							
TLM Source:	Built-in Telemetry 🗸							
TLM Profile:	Telemetry #1 🗸 🔸							
Text Messages S	ervice							
TMS Type:	Standard 🗸							
Job Tickets Servi	ce							
JTS Type:	MSI Proprietary							
Radio Status Ser								
RS Profile:	MSI Proprietary Text Messages							
Hide Advanced Settings								
	OK Cancel							

#### **Job Tickets Service**

- JTS Type
  - None

Select if the radio is not equipped with a display.

• MSI Proprietary

Select if the radio is equipped with a display and supports the Enhanced Job Ticket protocol.

• Text Messages

Select if the radio is equipped with a display and supports the legacy Job Ticket protocol.

# 3.2.2 Configuring Job Ticketing

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



File View Map Tools Help							
Job Ticketing	Job Ticketing	ê 🔿 🔽					
💼 🗄 🗄 🍰 斜 🛠 💡							
🛛 📑 Firemen 🛛 📮 🧖	Group 10 刘 🔃 🖉 All Call 🔊 🖷 🧭						
😧 😒 125 🛛 🔍 📮	✓ Group 20 ●) ● Ø Group 11						
🐔 💌 235 🛛 😵 루 🗖	Group 22 • •) • • Private Call • • • • • •						
🛛 📕 Police 📰 🗖 🗖	Job Ticketing Statuses Custom Fields Templates						
Voice Dispatch	📑 Add (F2) 🔹 📑 Edit (F4) 🐒 Assign (F5) 📑 Grouping 🍸 Auto Filter 🌼 De	efault Settings 🍟					
PE: Voice Disputer	Status ID Text Specified End Time	City					
Location Tracking	* New #A00006 Check the pipe in 07.06.2017 15:40:00	Mo					
(II)	* New #A00007 Medium, Check the	St					
📲 Job Ticketing 🔶							
😥 Route Management		Þ					
RFID Tracker	Image: Market and Market an						
RFID Tracker							
Text Messages	Status         ID           Start Time          End Time           + Accepted         #A00008              Start Time          End Time	Specified					
TEAL HESSages							
🙀 Voice Recording	Assigned #AUUUU9						
Reports							
Event Viewer	144 44 4 Record 2 of 2 → → → 144	<b>P</b>					
🔂 127.0.0.1 🚷 🕵 🧕 Administr	ator 📑 Licensed to: demo	🕑 Active 🗸					

## 3.2.3 Adding Statuses for Job Ticketing

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

Job Ticketing Statuses Custom Fields Templates									
🛃 Add 📃	🛃 Add 📑 Edit 🔜 Delete								
Name 🔨	Action	Description	Status						
New	New		☆ New						
Cancelled	Cancel	N N	× Cancelled						
Assigned	Assign		→ Assigned						
Accepted	Accept		+ Accepted						
Rejected	Reject		- Rejected						
Completed	Complete		✓ Completed						
In Progress	In Progress		( In Progress						

144 44 4 Record 4 of 7 F H H 4

Þ

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

Job Ticket Statu:	s X
Name:	Accepted
Description:	Accept
Action (CPS):	Accept
Status:	+ Accepted
	+ Accepted
	✓ Completed
	(J In Progress
	- Rejected

Name

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

Description

Add a description for the job ticket status.

Action (CPS)

Enter the action name as specified in MOTOTRBO CPS.



Note: The **Action (CPS)** value must match the value of the corresponding *Action/Response* field configured for a radio in *MOTOTRBO CPS, Job Tickets*. See section <u>3.1,</u> <u>Configuring Radios with MOTOTRBO CPS</u>.

#### Status

From the drop-down list, select the Job Ticket status (Accepted, Completed, In Progress, or Rejected).

## 3.2.4 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 Statuses Custom Fields Templates							
🛃 Add 🔜 Edit 🛃 Delete							
Name	Values						
Town	Kotka;Hamina;Loviisa						
Quality	High;Low;Middle						

H4 44	4	Record 1 of 2	۲	₩	Ħ	۰	
-------	---	---------------	---	---	---	---	--

►

• Click the **Add** button.

Job Ticket (	Custom Field				
Name:	Town	 			_
Values					_
Kotka					
Hamina					
Loviisa					
				Tota	1: 3
🖶 Add	K Delete				
			ОК	Cance	1

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.

## 3.2.5 Creating a Ticket Template

You can create ticket templates in advance to then use them when creating tickets.



Job Ticketing	Statuses (	Custom Fields Templates						
🛃 Add 📑 Edit 🔜 Binding 📑 Default Template 🙀 Delete 📑 Grouping 🍸 Auto Filter 🐵 Default Settings								
Name	Priority	Text		Specified End Time	Comment	Bin		
Towns	Medium	%PRIORITY% in %City%	$\mathbf{X}$					
Cleaning	Medium	Do cleaning in %Town%						
	$\backslash$							

 #4
 4
 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**.

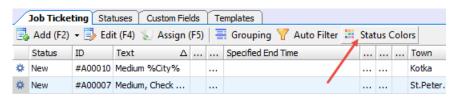
Note: For information about the fields, see section <u>4.1</u>, <u>Creating a Job Ticket</u>.

In addition, you can enable automatic creation of the template-based tickets by using a scheduler. For this, go to **Create Automatically by Scheduler**, click the arrow down button and select the corresponding scheduler. Or, click the plus button on the right, and create a new scheduler.

#### 3.2.6 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.



• In the Select Job Status Color dialog box that opens:

Se	elect Job Status Color				×	
Se	Status New Cancelled Assigned Accepted Completed Progress Expring Job Ticket Time to complete Job Ticket (minutes)		Olive Yellow LightY Ivory Olive[ Yellow	Web haki joldenro j jellow Drab	Syste	1
	Color:		Green Chart	Yellow reuse		-
_	C	ж	De	fault Cancel		



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

## 3.2.7 Job Ticket-Related Tasks

In TRBOnet Dispatch Console, the following two tasks allow you to automatically create and assign job tickets: **HotSOS (Email)** and **HotSOS (Web Service)**.

#### 3.2.7.1 HotSOS (Email)

The **HotSOS (Email)** task is used to automatically create and assign job tickets upon receiving email messages at the address specified for the radio (**Radio** > **Additional** > **Email**). In addition, you specify the email address at which to receive email messages about changes to the created ticket status.

- Go to Administration, Tasks.
- In the Tasks pane, click Add > HotSOS (Email).
- In the dialog box, specify the following parameters:

lame:	HotSOS			
Email:	test@gmai	il.com		
Source:	Subject			
Status		HotSOS Status		
New		N		
Cancelled		Ca		
Assigned		Ass		
Accepted		Acc		
Rejected		R		
Completed		C		
In Progress		InP		

#### Name

Enter a name for the task.

Email

Enter the email address at which you want to receive notifications concerning the status of the created tickets.

Source

From the drop-down list, select which part of the email message, Subject or Body, will be included in the job ticket text.

HotSOS Status

Enter the text of the emails that will be sent as notifications upon changes to the job ticket status.

#### 3.2.7.2 HotSOS (Web Service)

The **HotSOS (Web Service)** task is used to create and assign job tickets by using the <u>HotSOS Web Service</u>.

• Go to Administration, Tasks.



- In the Tasks pane, click Add > HotSOS (Web Service).
- In the dialog box, specify the following parameters:

HotSOS Configuration	×	<
Name:	HotSOS	
URL:	https://fc.int.hot-sos.net/api/service.svc/soap	
Login:	Tester 123	
Password:	******	
Provider:	MOTOTRBO	
Polling Interval:	15 🜩 seconds	
Text Messages:		
Message Format:	%TEXT%%PRIORITY%%ORDER_ID% Text Priority Boom Name Room Number Remark Order ID Message ID	
Status	HotSOS Status	
New	N 🔺	
Cancelled	Ca	
Assigned	Ass	
Accepted	Acc	
Rejected	R	
Completed	C 🗸	
	OK Cancel	

#### Name

Enter a name for the task.

URL

Enter the URL of the service.

- Login and Password
   Enter the login and password of the service account.
- Provider

Enter the service provider name.

Polling Interval

Enter the interval, in seconds, to check the service for orders (job tickets).

Message Format

Select the fields of a message to include in the job ticket text.

HotSOS Status

Enter the text of the messages that will be sent as notifications to HotSOS upon changes to the job ticket 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.

ł	Add (F2)	🕶 📐 Edit (F	4) 🐒 Assi	gn (F	5)	📕 Gro	uping	🝸 Αι	uto Filter 🌼 De	fault Setti	ngs 📰 Statu	s Colors			3
	Status 🔨	to .	Text			Pe	Cr	Specifi	ied End Time		Created By	Prio	C		Qu
¢	New	#A00007	ledium, Che	ck th	e pi		07				Administrator	Medi			
\$	New	#A00010	edium %Ci	ty%			07				Administrator	Medi			High
		cord 2 of 2 🕨	<b>F</b> HH 4												
	ocessing t	asks:	<b>•</b> • • • •												
			► ₩ 4			Start Tin	ne		End Time		Specified End	Time  .			
	ocessing t	asks:			3	Start Tin	ne		End Time		Specified End	Time .		••••	

₩ ₩ 4 Record 1 of 2 ► ₩ ₩ 4

►

- 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 <u>3.2.5, Creating a Ticket Template</u>.

Job Ticket		×
Ticket ID:	#A00000	
Priority:	Medium	~
Deadline:	21.04.2017 11:54	•
	+5min +10min +30min +1hour	
Predefined Texts:	- 2 -	-
Text:	Check the pipe	
	111	
Variables:	Priority Due Date Due Time	
	Notify on status changes	
	Notify if ticket is not accepted by	
	21.04.2017 11:49	-
	Notification List	
Comment:	^	
	~	/
Hide Advanced Op	tions OK Cancel	_
Hide Advanced Op	tions OK Cancel	

- 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.

Predifined Text Editing			×
Name:			
Text			
Check the pipeline			
Check the toll fare			
			Total: 2
🖶 Add 🗙 Delete	Priority	Due Date	<u>Due Time</u>
	0	К	Cancel

- 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.

# **TRBOnet Job Ticketing – User Guide**



Notification List	×
Notification List	~
Dispatchers Email SMS Radios	
Notify Dispatchers	
Administrator	
Dispatcher 1	
Dispatcher 2	
L	
O	Cancel

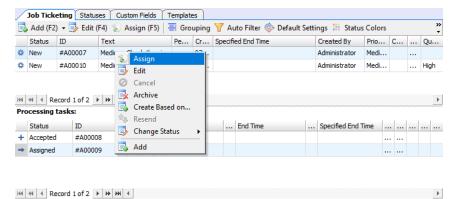
You can notify dispatchers with the help of notifications in the Dispatch Console (on the **Dispatchers** tab, check **Notify Dispatchers**, and select dispatchers), Email groups by sending Emails to dedicated Email groups (click the **Email** tab, check **Notify by Email**, and select Email groups)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



Assign Job	Ticket	×
🐒 Ass	ign Job Ticket	
Radio:	<ul> <li>✓ (*) 125</li> <li>○ 235</li> <li>○ (*) 3333</li> <li>✓ (*) 4444</li> <li>○ (*) 5555</li> <li>○ (*) Radio 25</li> <li>Selected: 2</li> <li>○ (*) ○</li> </ul>	
		OK Cancel

- In the list, select a radio or multiple radios, radio group(s), or logical group(s) to which to assign the job ticket. To switch between the Radio List, Radio Groups, and Logical Groups, click the is button and select the desired list.
- Click **OK** to assign the ticket to the selected radio(s)/radio group(s)/logical group(s).

As a result, the selected radio(s)/radio group(s)/logical group(s) will receive the job ticket.

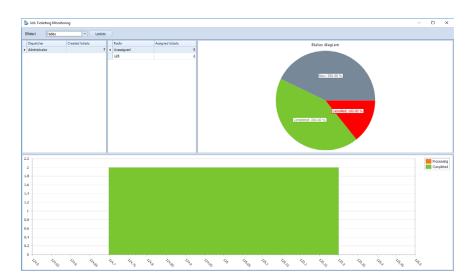
Note: When you assign the job ticket to multiple radios and the first radio accepts the ticket, the behavior of other radios depends on the <u>Job Ticketing Service</u> type configured for the radios. If the **Text Messages** type is configured for the radios, all other radios will receive a corresponding text notification. If the **MSI Proprietary** type is configured for the radios (or Mobile Client is used as a radio), the ticket will be cancelled on all other radios (Mobile Clients).

# 4.3 Viewing Job Ticketing Statistics

• On the main menu, select **Tools**, then click **Job Ticketing Monitoring** to see the Job Ticketing statistic diagram:

# **TRBOnet Job Ticketing – User Guide**





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 **Usage Statistics Reports** (2) **Job Ticketing** (3).
- On the **Usage Statistics Reports** pane, click the **Report Settings** tab, specify the appropriate parameters and then click **Generate Report**.
- Click the Job Ticketing tab to see the generated report.

ts נ	Usage Statistics	Reports						😫 🗐
channel Changes ^	1: Line free	Inter	rcom 🔊 📢 Ø	Dispatcher Group 1	L 🗐 📲 🙆 🗌 Group	o 11 🛛 🛋 🖉	Group 22	
lessages	Al Cal	Priva	ite Call 💿 🛋 Ø	Dispatcher Group 2				
ladio Activity								
ladio Status 📃 🔰 🚽		ob Ticketing 🗶						
tadio Status Summary 📩 🛛	🖙 📇 📑 🛛 100	1% 💽 🔍 🛛 🖉 🖡	> N   🕑 - 🐴 - 🔯	🗋 • 🖂 •				
Jser Messages and Notes								
tadio Allocation Checked out radios								
inecked out radios Disabled Radios	Job Tick	ceting						
elemetry								
one Worker Activities								
lequest to Talk								
lob Ticketing								
lob Ticket Statuses	from 01 Mar	19 12:00 AM to 09-Apr-2	0 1-50 DM					
			01.551 W					
ob Ticket Status Internal	Ticket ID	Text	Performer	Status	Creation Time	Start Time	End Time	Created b
lob Ticket Status International lob Ticket Assignments	Ticket ID 3 #A00003	Text	Performer	Status Assigned	Creation Time 24-Apr-19 12:16:29 PM	Start Time	End Time	Created I Administrator
ob Ticket Assignments			Performer		24-Apr-19 12:16:29	Start Time	End Time	Administrator
ice Dispatch	3 #A00003	gfdjf	Performer	Assigned	24-Apr-19 12:16:29 PM	Start Time	End Time	Administrator
ice Dispatch cation Tracking	3 #A00003 #A00004	gfdjf -0=9-	Performer	Assigned Assigned	24-Apr-19 12:16:29 PM 24-Apr-19 4:51:03 PM 25-Apr-19 10:58:54	Start Time	End Time	Administrator Administrator
ice Dispatch	3 #A00003 #A00004 #A00005	gfdjf -0=9- REWY	Performer	Assigned Assigned Assigned	24-Apr-19 12:16:29 PM 24-Apr-19 4:51:03 PM 25-Apr-19 10:58:54 AM 25-Apr-19 10:59:07	Start Time	End Time	Administrator Administrator Administrator
ice Dispatch cation Tracking	3 #A00003 #A00004 #A00005 #A00006	gfdjf -0=9- REWY ER2	Performer	Assigned Assigned Assigned Assigned	24-Apr-19 12:16:29 PM 24-Apr-19 4:51:03 PM 25-Apr-19 10:58:54 AM 25-Apr-19 10:59:07 AM 25-Apr-19 12:23:48	Start Time	End Time	Administrator Administrator Administrator Administrator
ke Dispatch cation Tracking b Ticketing	3 #A00003 #A00004 #A00005 #A00006 #A00007	gfdjf -0=9- REWY ER2 4556	Performer	Assigned Assigned Assigned Assigned	24-Apr-19 12:16:29 PM 24-Apr-19 4:51:03 PM 25-Apr-19 10:58:54 AM 25-Apr-19 10:59:07 AM 25-Apr-19 12:23:48 PM 07-May-19 4:40:41	Start Time	EndTime	Administrator Administrator Administrator Administrator Administrator
ce Dispatch cation Tracking b Ticketing uite Management	3 #A00003 #A00004 #A00005 #A00006 #A00007 #A00008	gráff -0=9- REWY ER2 4556 Do cleaning in	Performer	Assigned Assigned Assigned Assigned Assigned New	24-Apr-19 12:16:29 PM 25-Apr-19 4:51:03 PM 25-Apr-19 10:58:54 AM 25-Apr-19 10:59:07 AM 25-Apr-19 12:23:48 PM 07-May-19 4:40:41 PM O7-May-19 4:41:30	Start Time	End Time	Administrator Administrator Administrator Administrator Administrator Administrator