TRBONET Dispatch Systems

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TRBOnet Enterprise | PLUS

Job Ticketing

User Guide

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1 Introduction

1.1 About This Guide

This document is intended for administrators setting up evaluation and proof-of-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 website.

1.3 Contacts

Region	Phone	Email & Support
EMEA	+44 203 608 0598	info@trbonet.com — general and commercial inquiries support@trbonet.com — technical support https://trbonet.com/kb/ — online knowledge base
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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.

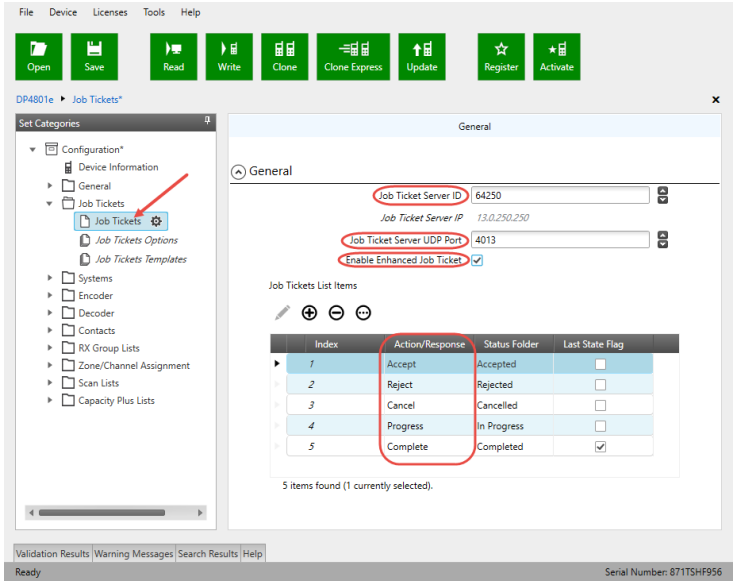
> Note: Before using the feature, make sure that your TRBOnet Dispatch Software license includes Job Ticketing.

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)

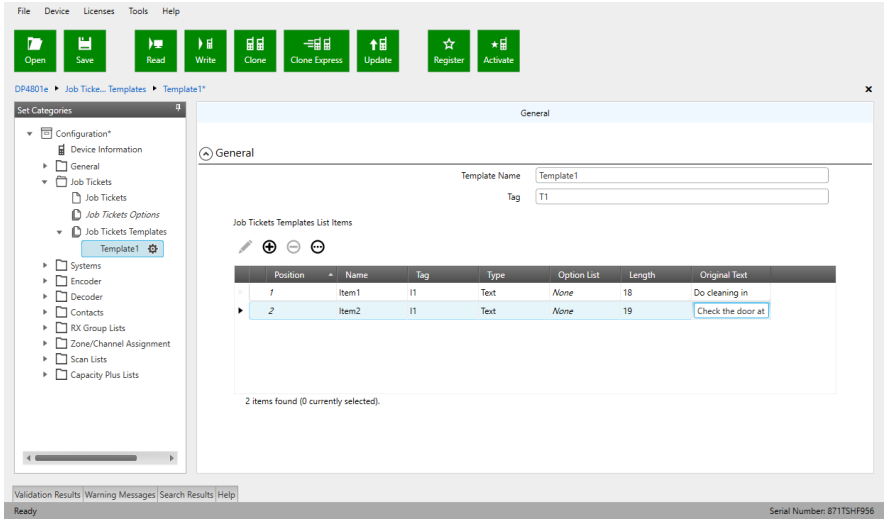
- **Enable Enhanced Job Ticket**
  Make sure this check box is selected.
- Populate the table with the desired ticket statuses.
  - Click the plus sign button.
  - In the **Action/Response** column, specify a text for an action or a response of a job ticket.

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.



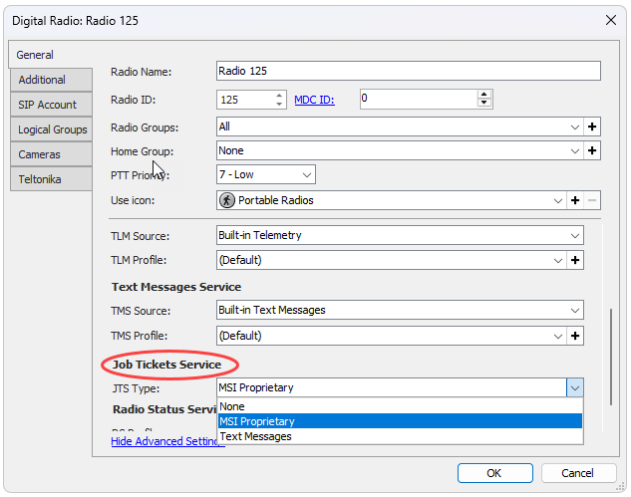
Theses templates will then be used when you create a job ticket on the radio (**Job Tickets > Create Task > Send**).

- 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**, **Unit Management > Radios**.
- In the **Radios** pane, double-click the radio to edit its properties.

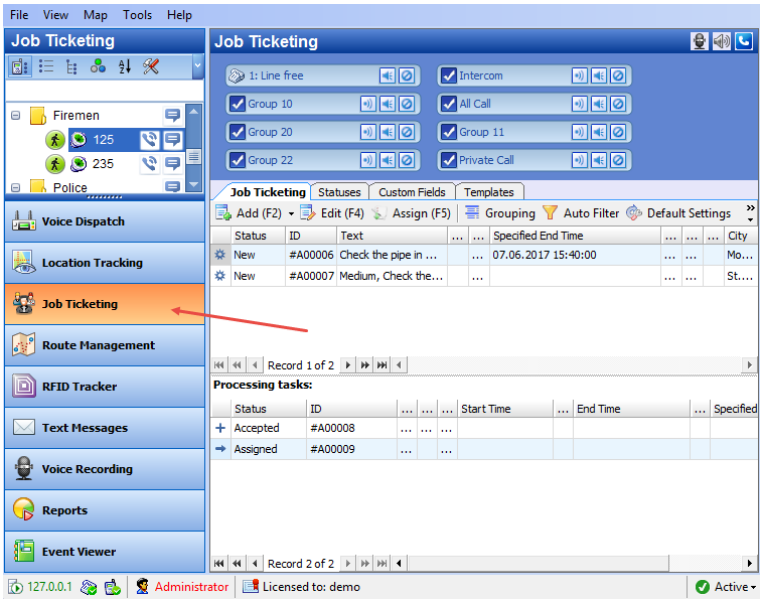


Job Tickets Service

- **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.

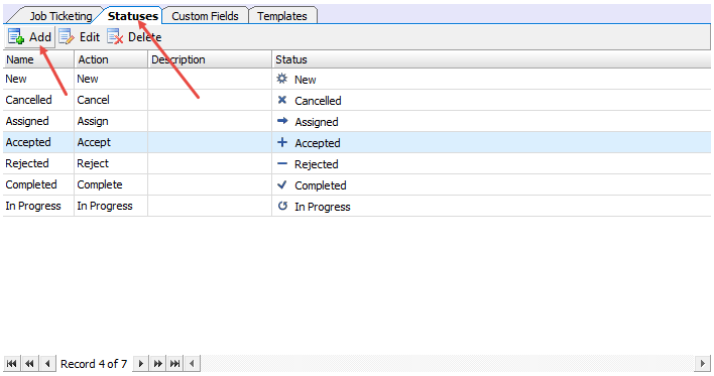
3.2.2 Configuring Job Ticketing

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

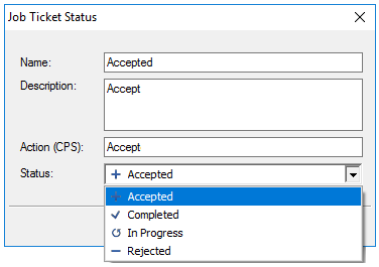


3.2.3 Adding Statuses for Job Ticketing

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



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



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

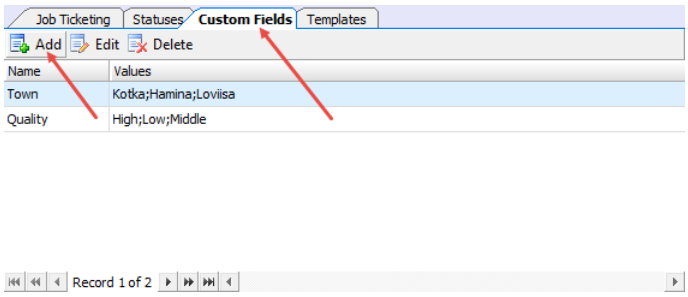
- **Description**
  Add a description for the job ticket status.
- **Action (CPS)**
  Enter the action name as specified in MOTOTRBO CPS.

  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 3.1, Configuring Radios with MOTOTRBO CPS.
- **Status**
  From the drop-down list, select the Job Ticket status (Accepted, Completed, In Progress, or Rejected).

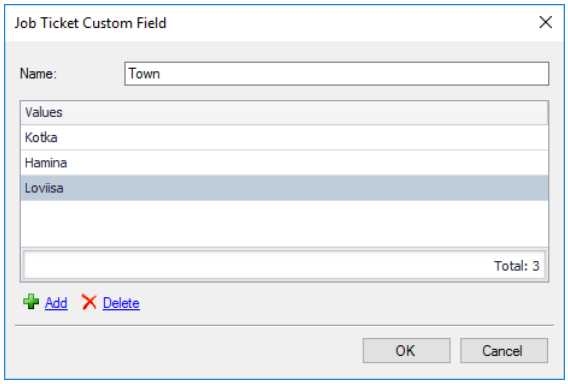
3.2.4 Adding Custom Fields for Job Ticketing

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.



- Click the **Add** button.

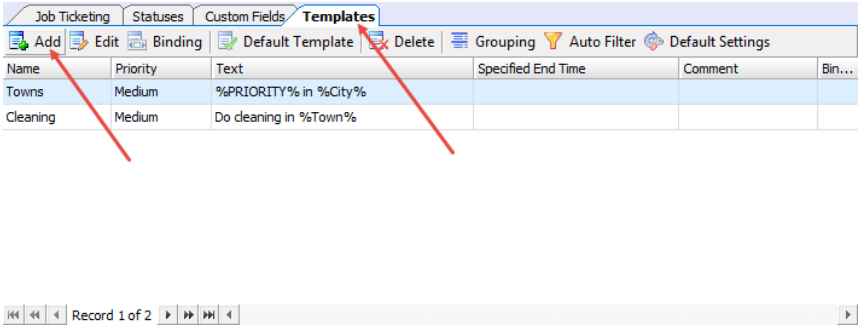


In the **Job Ticket Custom Field** dialog box, specify the following:

- **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.



- 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**.

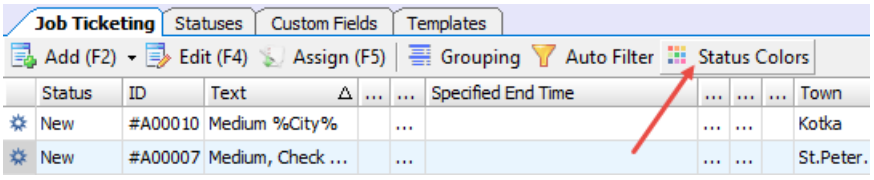
> Note: For information about the fields, see section 4.1, Creating a Job Ticket.

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.

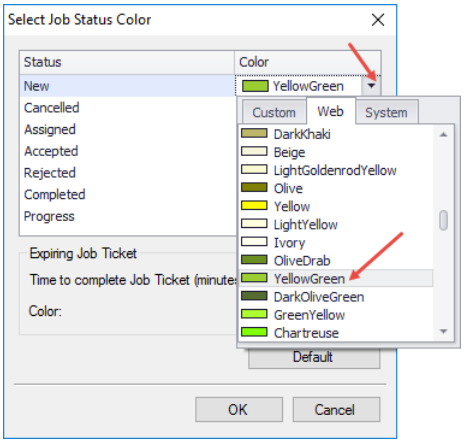
3.2.6 Selecting Ticket Status Color

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:



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

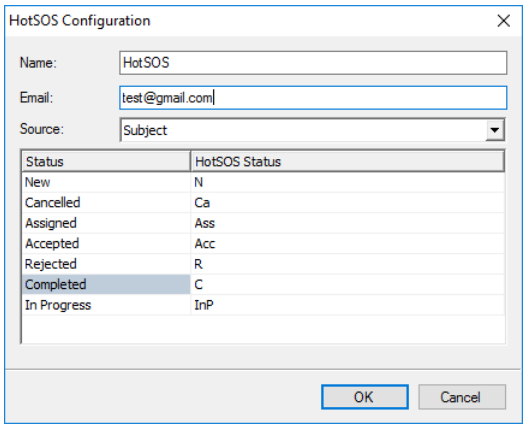
3.2.7 Job Ticket-Related Tasks

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:



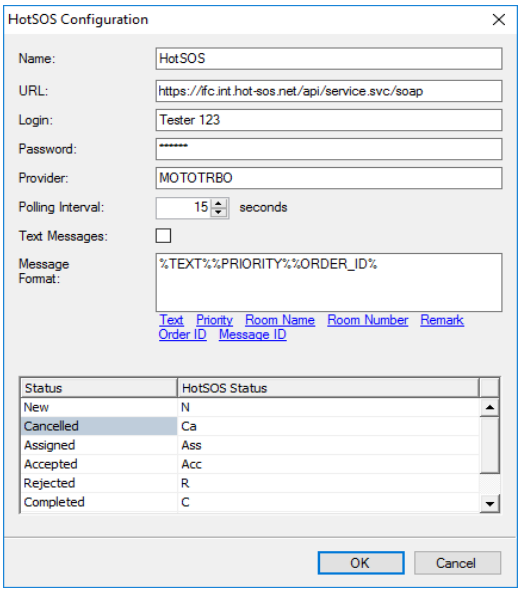
- **Name**
  Enter a name for the task.
- **Email**
  Enter the email address at which you want to receive notifications concerning the status of the created tickets.

- **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 HotSOS Web Service.

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



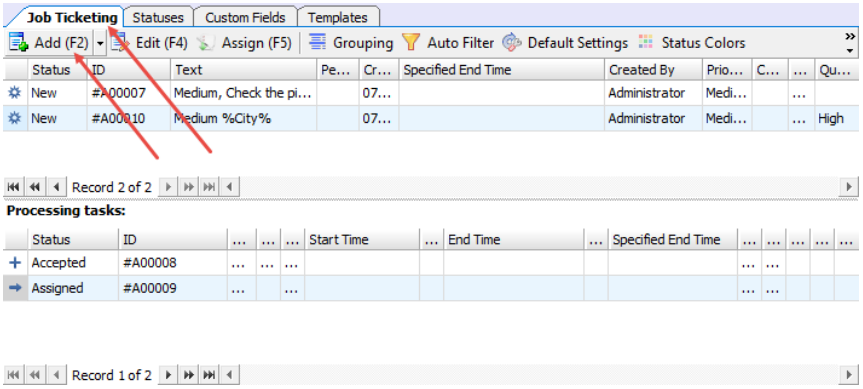
- **Name**
  Enter a name for the task.
- **URL**
  Enter the URL of the service.
- **Login** and **Password**
  Enter the login and password of the service account.
- **Provider**
  Enter the service provider name.
- **Polling Interval**
  Enter the interval, in seconds, to check the service for orders (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

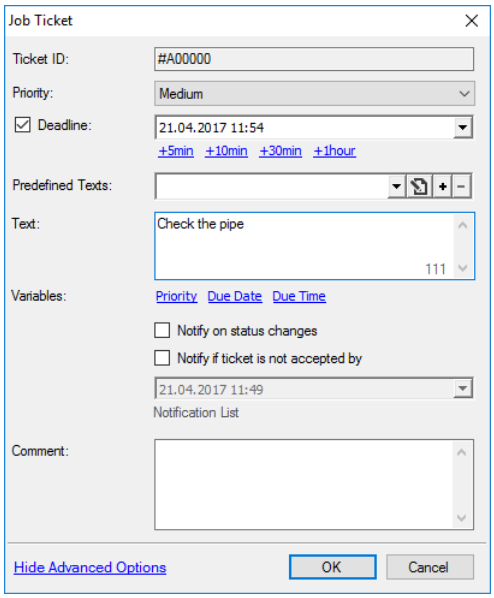
4.1 Creating a Job Ticket

- In the **Job Ticketing** pane, click the **Job Ticketing** tab to see the list of created job tickets.



- Click the **Add** button to create a job ticket.

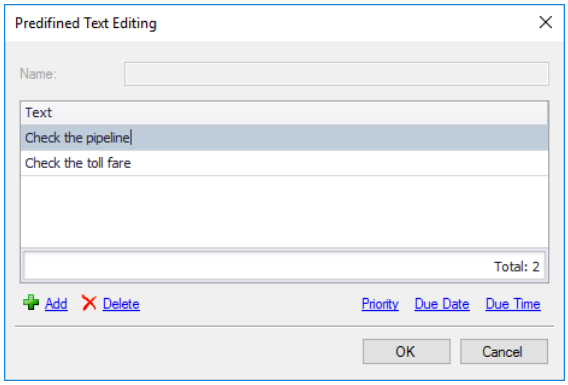
> Note: To create a ticket from a template, click the arrow on the right of the **Add** button to select from the available ticket templates. For how to create templates, see section 3.2.5, Creating a Ticket Template.



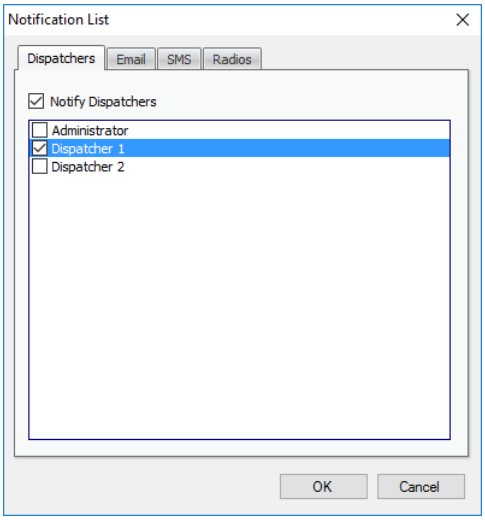
In the **Job Ticket** dialog box, specify the following parameters:

- **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.



  - 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.

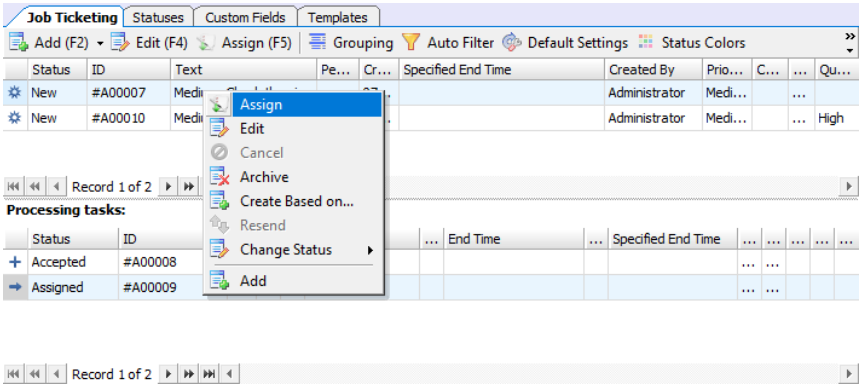


You can notify dispatchers with the help of notifications in the Dispatch Console (on the **Dispatchers** tab, check **Notify Dispatchers**, and select dispatchers), Email groups by sending Emails to dedicated Email groups (click the **Email** tab, check **Notify by Email**, and select Email groups)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

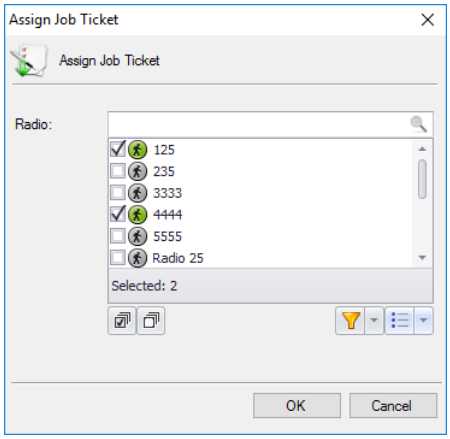
- **Comment**
  Add a comment for the ticket.

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:



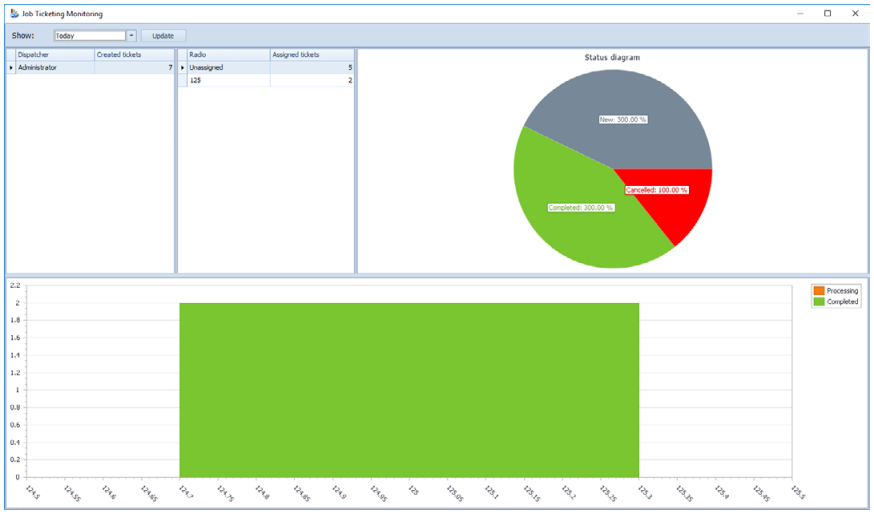
- In the list, select a radio or multiple radios, radio group(s), or logical group(s) to which to assign the job ticket. To switch between the Radio List, Radio Groups, and Logical Groups, click the button and select the desired list.
- Click **OK** to assign the ticket to the selected radio(s)/radio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



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.

