



## SmartPTT Enterprise User's Guide

### Job Tickets

Version 8.1

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## Job Tickets Overview

### Job Tickets

SmartPTT allows MOTOTRBO SL radio subscribers to use the MOTOTRBO **Job Ticketing** feature. **Job Ticketing** is a menu option on MOTOTRBO two-way SL radios that allows customers to manage the flow of tasks by providing a menu of predefined responses.

When the radio subscriber receives the job ticket message, it is displayed in the **Job Ticket** menu. The user can respond to the job ticket using options of the menu (e.g. 'Pending'). When status of the task is changed, the user can open this task again and select a new option (e.g. "Complete").

Job statuses are customizable and can be adapted for any customers' needs.

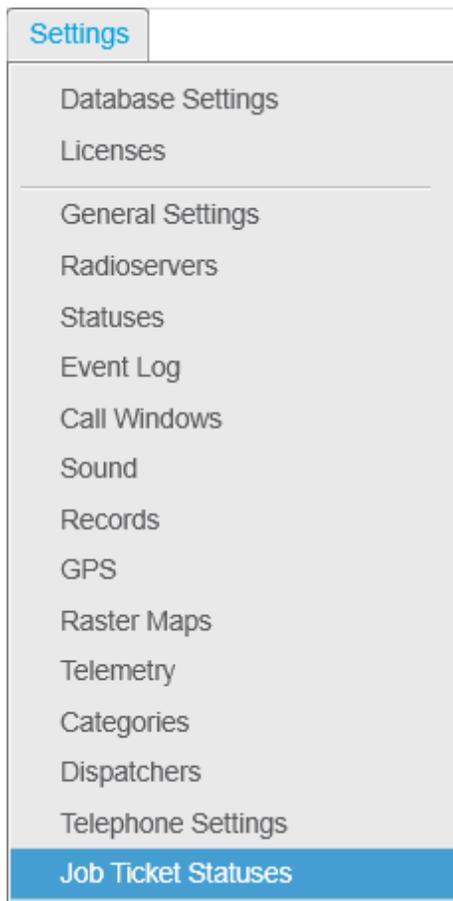
SmartPTT Dispatcher can create and manage job tickets. When users change statuses, SmartPTT records time of the response and status of the task.

Note: **Job Ticketing** feature is available on SL4000 radios and later handsets. When using Job ticketing feature with DP 3000 and DP 4000 series, it is displayed in **Text Message** folder and has the following format: *<JTS> job ticket name and description*. To allow Dispatcher to process the answer of such subscriber as Job Ticket, reply to this text message by sending a message containing status information.

### 1. JOB TICKET STATUSES

To start using job tickets, configure statuses in radiostation codeplug and in SmartPTT Dispatcher.

To create job ticket statuses, expand the **Settings** menu in the **Main Menu** bar of the SmartPTT Dispatcher window and click **Job Ticket Statuses**:



At that, the following window opens:

**Configuration**

**Job Tickets**  
Job Ticket Status Configuration

SmartPTT

Enable Automatic Numbering

Send Message When Not Completed Job Ticket Was Deleted

Default Status  Color

+ Add   Edit   - Delete

Name	Completion Status	Sound On
In progress	<input type="checkbox"/>	<input type="checkbox"/>
Canceled	<input type="checkbox"/>	<input type="checkbox"/>
Done	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Help   Finish

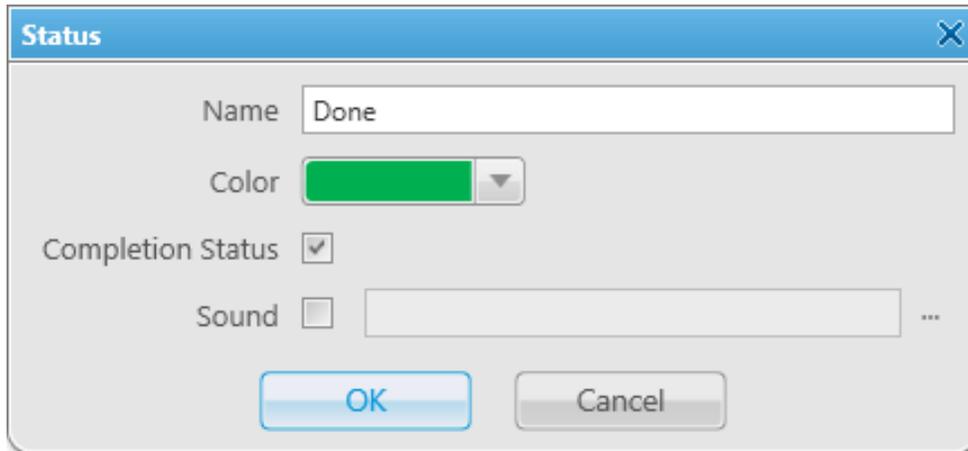
**Enable Automatic Numbering** – when this option is enabled, a unique number is assigned to each new job ticket. It is necessary to distinguish job tickets with same names.

**Send Message When Not Completed Job Ticket Was Deleted** – when this option is enabled, a radio subscriber receives a message, if an incomplete job ticket was canceled.

**Default status** – the job ticket status which is displayed when the operator creates a new job ticket. The status does not change, until the radio subscriber modifies it. You do not need to set this status in the MOTOTRBO CPS settings. It is used only in SmartPTT Dispatcher, so you can add any value you like.

In the **Color** field select the color for the default status.

To add a job ticket status, click the **Add** button:



**Name** – name of the status.

**Color** – color of the status, which will be used in the job ticket table.

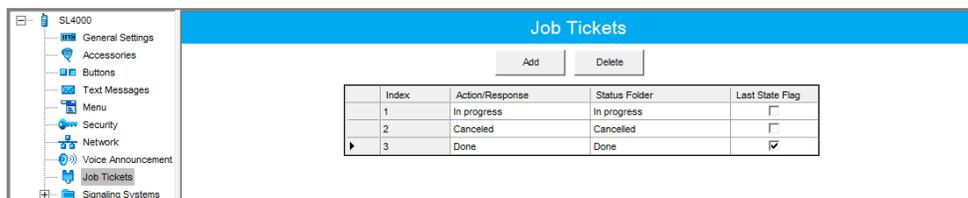
**Completion status** – it is the final status of a job ticket. If a job ticket has such a status and if **Remove job ticket from the list within n seconds** after completion is enabled, the job ticket will be hidden from the list.

Note: You can also select the **Completion status** later in the **Job Tickets** configuration window.

**Sound** – this setting enables the sound signal which will notify the operator that a job ticket changed its status to this one.

## 2. RADIO SUBSCRIBER SETTINGS

Statuses configured in SmartPTT Dispatcher and in the codeplug (MOTOTRBO CPS) of the radio should match!



**Index** – number (on radio keypad) which you can press to send predefined status to Dispatcher

(for instance, when a subscriber gets a job ticket, by pressing 2, the radio subscriber will set status of the job ticket to Dispatcher). You can add no more than 12 statuses. Only statuses under numbers 1-9 can be answered by pressing number on the keypad. Other statuses 10-12 should be selected manually and sent to Dispatcher.

**Action/Response** – specifies text for an action or a response of a job ticket, such as "In progress" or "Canceled". When the subscriber gets a job ticket, he can choose one of the "Responses" to send to Dispatcher. The specified value will be displayed on the dispatcher console as a new status.

**Status Folder** – configures the name for the status folder. All statuses with the corresponding actions to this folder will be kept in this folder. This folder is used for radio subscribers only. If the statuses defined in SmartPTT Dispatcher do not correspond to the statuses in MOTOTRBO CPS, the settings (color, sound signal and status completion) won't be applied.

### 3. JOB TICKETS PANEL

The **Job Tickets** panel allows creating special assignments for individual radio subscribers or groups of subscribers and tracking their performance.

Note: This functionality is only supported by MOTOTRBO SL Series portable radios. When a job ticket is sent to the radio, which does not support this functionality, it comes as a message, e.g.: *<JTS> Job Ticket №1 Create weekly report.*

To create a job ticket, expand the **View** menu in the **Main Menu** bar of the SmartPTT Dispatcher window and click **Job Tickets**:

The **Job Tickets** panel can be divided into three parts:

1. Filters
2. Job Ticket List
3. Status Change Log

The screenshot displays the 'Job Tickets' interface. At the top, there is a 'Filters' section with dropdown menus for 'Job Ticket', 'Assigned', and 'Status'. Below these are date range selectors for 'Created' and 'Updated', and a checkbox for 'Remove job ticket from the list within' followed by a seconds input field. 'Apply' and 'Clear' buttons are at the bottom of the filter section. Below the filters is a toolbar with '+ Add', '- Delete', 'Resend', and 'Get Status Update' buttons. The main area is a table of job tickets with columns: Job Ticket, Description, Assigned, Status, Created, Updated, and Delivery Status. Below the table is a 'Status Change Log' table with columns: Date/Time and Status.

**Filters**

**Job Ticket List**

Job Ticket	Description	Assigned	Status	Created	Updated	Delivery Status
#9 Check Warehouse	Check Warehouse	12.0.0.95	Cancelled	3/29/2013 2:37:33 PM	3/29/2013 3:26:05 PM	Delivered
#10 Check Object *****	Check Object *****	12.0.0.95	In progress	3/29/2013 3:24:52 PM	3/29/2013 3:25:01 PM	Delivered
#8 Send e-mail	Send e-mail	12.0.0.95	Done	3/29/2013 2:37:14 PM	3/29/2013 3:24:00 PM	Delivered
#2 Spring certification - Documents	Prepare documents for the spring certification.	RadioServer_1 / Slot 1 / Gro...	Assigned	3/29/2013 2:01:14 PM	3/29/2013 2:38:26 PM	Sent
#3 Conference call	Arrange conference	RadioServer_1 / Slot 1 / Gro...	Assigned	3/29/2013 2:05:23 PM	3/29/2013 2:05:23 PM	Sent
#3 Conference call	Arrange conference	RadioServer_1 / Slot 1 / Gro...	Assigned	3/29/2013 2:05:23 PM	3/29/2013 2:05:23 PM	Sent
#2 Spring certification - Documents	Prepare documents for the spring certification.	RadioServer_1 / Slot 1 / Gro...	Assigned	3/29/2013 2:01:14 PM	3/29/2013 2:01:14 PM	Sent
#2 Spring certification - Documents	Prepare documents for the spring certification.	RadioServer_1 / Slot 1 / Gro...	Assigned	3/29/2013 2:01:14 PM	3/29/2013 2:01:14 PM	Sent
#1 Weekly Report Group 1	Prepare a weekly report on the results.	RadioServer_1 / Chor 1 / Gr...	Assigned	3/29/2013 12:58:14...	3/29/2013 12:58:14...	Sent

**Status Change Log**

Date/Time	Status
3/29/2013 3:26:05 PM	Cancelled
3/29/2013 3:25:51 PM	In progress
3/29/2013 3:25:44 PM	Assigned
3/29/2013 3:25:41 PM	In progress
3/29/2013 3:25:32 PM	Assigned
3/29/2013 3:25:29 PM	Cancelled
3/29/2013 3:25:21 PM	Assigned
3/29/2013 3:23:02 PM	Cancelled
3/29/2013 3:22:16 PM	Assigned
3/29/2013 2:40:09 PM	Assigned
3/29/2013 2:37:33 PM	Assigned

The filters arrange the list of job tickets to the user's taste. You can hide job tickets from the job list after the particular status is achieved. To do that, select **Remove job ticket from the list within** and specify time period in seconds. The status is set in the job ticket status settings.

The job list is a section to create, display and delete (or cancel) job tickets.

To create a job ticket, click the **Add** button:

The 'Create Job Ticket' dialog box has a blue title bar with a close button. It contains three text input fields: 'Name' with the value 'New Task', 'Description' with the value 'New Task Description', and 'Assigned' which is currently empty and contains the text 'Drag & drop a subscriber or group here'. At the bottom, there are 'OK' and 'Cancel' buttons.

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**Name** – name of the job ticket. Required field.

**Description** – description of the job ticket. Also required field.

**Assigned** – job tickets can be assigned to an individual radio subscriber or to a group of subscribers. To do this, simply drag subscribers or group in this field.

After creation, the job ticket will be displayed in the job ticket list with the default status value. When the radio subscriber changes the job ticket status, the status in the job ticket list will be changed accordingly. If the job ticket is assigned to a group, then the job ticket table will contain the name of the radio subscriber, who changed the job ticket status.

Note: You can also assign job tickets to offline subscribers (if they become online on the same channel as displayed in **Subscriber Call Window**. If there is no channel associated with the subscriber, then you won't be able to send the job ticket to the subscriber). As soon as the subscribers become online, they will get the job tickets.

To see how job ticket statuses change, click the left mouse button on the job ticket status. At that, the **Status Change Log** table will display the information about status updates.

To cancel the job ticket and delete it from the job ticket list, click the **Delete** button. At that, the radio subscriber, to whom the job ticket was assigned, will receive a text message that the job ticket was canceled (only if **Send Message When Not Completed Job Ticket Was Deleted** is checked in **Job Ticket Statuses**).

If the job ticket has not been delivered (see **Status Delivery**) for some reason or if you want to resend the existing job ticket to the radio subscriber or a group of subscribers, click the **Resend** button. In this case, the job ticket will change its status to the default value.

Information about job ticket statuses can be obtained even for the period, when the dispatcher console was turned off. To do this, click the **Get Status Update** button to load data from the Radioserver database.