Workshop Scheduler Product Manual





Table of Contents

1.	PRODUCT OVERVIEW	3
2.	LICENSING AND SYSTEM ADMINISTRATOR SET UP	3
	2.1 OBTAINING AND ACTIVATING A LICENSE	3
	2.2 ENABLING PORTAL ACCESS	3
3.	GETTING STARTED	4
	3.1 ACCESSING THE WEB PORTAL	4
	3.2 SETTING UP PRIORITY COLOURS	5
	3.3 SETTING UP SCHEDULING HOURS	6
	3.4 CHANGING DEPOT	6
4.	USING THE MULTIPLE VIEWS	7
	4.1 AGENDA VIEW	7
	4.2 DAY VIEW	7
	4.3 WORK WEEK AND WEEK VIEW	8
	4.4 MONTH VIEW	8
	4.5 SCHEDULED AND ACTIVITY VIEW	8
5.	UNDERSTANDING SCHEDULED JOBS	9
	5.1 PARTS STATUS INDICATORS	9
	5.2 JOB TOOL TIP AND JOB QUICK VIEW	10
	5.3 JOB STATUS INDICATORS	11
6.	NAVIGATING THROUGH WORKSHOP SCHEDULER	11
	6.1 ADVANCED FILTERS	12
	6.2 PERFORMING A SEARCH	13
	6.3 ENGINEER DETAILS	15
7.	USEFUL INFORMATION	15

1. PRODUCT OVERVIEW

Workshop Scheduler is a tool that gives you full visibility to manage your workshop engineer's workload. With detailed information and full interaction with Gold Service, it provides you with better control over workshop processes.

Your team will gain greater insight as an engineers' work is scheduled, carried out and completed, delivering an all-encompassing, more cost-efficient service.

To use Workshop Scheduler, you must be running minimum **Gold version 7.31.**

2. LICENSING AND SYSTEM ADMINISTRATOR SET UP

This section is for System Administrators to learn how to license and set up Workshop Scheduler.

2.1 Obtaining and Activating a Licence

- 1. Contact your Account Manager to have a contract issued.
- 2. Ensure you can access the Portal, where currently Gold Service and Marketplace are accessed. If you do not have either of these products, contact your Account Manager to arrange set up of a Portal.
- Your system administrator will receive a licence by email which they need to input in Gold.

lbcos Gold	
*	
	
	Remember me
	🗘 Log In
Abacus House	J 01202 714200
Acorn Business Park	01202 733552
Ling Road	support@ibcos.co.uk
Poole	
Dorset	
Dorset	

2.2 Enabling Portal Access

To use Workshop Scheduler as a Gold user, you need to enable Portal access for each of your users in Gold (you may have already done this for a previous module).

Follow the steps below to enable Portal Access in Gold: System Management > Security > Personnel Security File Once you are in the Personnel Security File tab:

- 1. Input your password or press enter to see a list of all users.
- 2. Navigate to the **Email** tab.
- 3. Enter your email into the field labelled: Email address. This will be your portal access username.
- 4. Navigate to the Security tab.
- 5. Set the Application user field to Yes.
- 6. Enter and confirm new password this will be your password for portal access only, it will not change your Gold password.

3. GETTING STARTED

3.1 Accessing the Web Portal

To access the Web Portal:

1. Open a Web Browser and enter the specific URL provided by lbcos.

This URL is unique to each dealership. If you use the current Gold Portal, the following will be the URL that you need: https://companyname.ibcos.gold

2. The URL will prompt you to enter a Username and Password. Enter your credentials and select Log In.



3. Click Scheduler on the Navigation Bar.



Did you know?

As soon as you access the Portal, press 'Ctrl + F5' to clear the cache. If you do not do this step, you will not see the Workshop Scheduler option in the menu.

3.2 Setting Up Priority Colours

Colours can be set on jobs to show their priority. These colours will not be pulled through from the Windows Gold Scheduler, so the colours will need to be set up again. They are applicable company wide and aim to help make jobs and priorities clear.

Once you've logged into Workshop Scheduler, follow the steps below to set up priority colours: Settings (bottom left of the portal) > Scheduler > Priority Colours

Once you are on the Priority Colours page, a window will appear where your priority numbers and descriptions will be visible. We suggest you consider accessible, high contrast colour combinations that can easily be distinguished.

Chang	e Priority Colours	>
	Þ	
Priority	Description	Colour
10	VOR ON SITE	
11	VOR WORKSHOP	
12	VOR WARRANTY	
20	SERVICE ON SITE	-
21	SERVICE WORKSHOP	
30	WARRANTY ON SITE	
31	WARRANTY WORKSHOP	



Note: Priority numbers and descriptions are taken from the database.

1.

Click the arrow beside the colour box.



2.

Choose a colour and click Apply.



3.

Select **Close** when you have finished selecting your colours.



3.3 Setting Up Scheduling Hours

Scheduling Hours allows you to configure your daily and weekly views, changing the window of time shown. These changes are applied only to your Web Browser. If you log into a different device, your new device will use the default values.

Follow the steps below to change your window of time shown: Settings (bottom left of the portal) > Scheduler > User Options

 Start Time / End Time: Change the times here to apply to your Daily and Weekly Views.

You may prefer to extend this range during busy periods if engineers work beyond your typical working hours.

 Refresh rate: You can also choose to have the screen refresh every 10, 15 or 30 minutes, or you can manually enter a bespoke refresh time. Manual bespoke times are ideal for wallboard views.

Scheduler User Optio	ns ×
Start Time:	
07:00 AM	*
End Time:	
09:00 PM	*
Refresh rate:	
10 minutes	•
	Close

3.4 Changing Depot

There are two ways to change your depot:





4. USING THE MULTIPLE VIEWS

Workshop Scheduler offers views by day, week, month and engineer agenda.

Use the options on the top right-hand side of the screen to change the timeline you are viewing. The **Today** option will bring you back to today's view.

C	Customer Filter	Model Description Filter	Address Filter	Job No Filter	Select saved filters	 Image: Second sec
					Reschedule Q C	- IE Scheduled View -
	< > Monday, March 25, 2024 \lor Today				Agenda D	ay Work Week Week Month

4.1 Agenda View

The Agenda view allows you to see all engineers scheduled work for the selected day in a list view.

C	Customer Filter	Model Description Filter Address Filter	Job No Filter	Select saved filters	~ 1	
%	< > March 25 - 31, 2024 <	√ Today	Reschedu	Reschedule Q C ★ Æ Scheduled View ✓ Agenda Jay Work Week Week Month		
W	JB 10: 103-EmployeeName (12)	25 Name_1007 - lvhDesc1_700782 lvhDesc2_7007	182			
		476682 1:45 PM - 5:15 PM				

4.2 Day View

The **Day view** allows you to see all engineers scheduled work for the selected day.

C	Customer Filter	Model Description Filter	Address Filter	Job No Filter	Select saved filters	 I
P	< > Monday: March 25, 2024 🗸 Today				Reschedule 🔍 C ★ 7.5 S Agenda Day Weik We	Scheduled View 💌 eek Week Month

4.3 Work Week and Week View

The **Work Week view** allows you to see all engineers scheduled work for your set working week (i.e.: Monday – Friday excluding weekends):



The **Week view** allows you to see all engineers scheduled work for the entire 7 days, regardless of how your working week is set:

O	Customer Filter	Model Description Filter	Address Filter	Job No Filter	Select saved filters	 Image: Construction
					Reschedule 🔍 C ★ 13 So	cheduled View 👻
	< 🔿 Monday, March 25, 2024 🗸 Today				Agenda Day Work We	ek Week Aponth

4.4 Month View

The **Month view** allows you to see all engineers scheduled work for the entire selected month. Each day will show the total hours available, and the total hours used for all engineers combined.

Click on any day from the **Month view**, and you will be navigated to the **Day view** for that specific date.

() My 2023 \u2224					Today Agenda Timel	ne Day Timeline Work Week Timeline V
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
6	27	28	29	30	Jul 1	2
	1 hvs 30 mins over					
	Q five total					
US	4	5	6	7 16 hrs 30 mins available	•	9
				19 hrs 30 mins total		
0	11	12	13 3 hrs 15 mins over	14	15	16
			Thursday 10th South 1 th	Judy 2023 hers		
7	18 55 hrs 15 mins available	19 56 hrs available	20 Available 1- Used 13	3 hrs 10 mins hrs 10 mins	22	23
	61 hes total	61 hvs total	\$1100 Acces	1115 BAB		
4 100% available	25 55 trs 15 mins available	26 60 tris available	27 54 hrs 30 mins available	28 48 trs available	29 48 hrs. available	30
61 hrs total	61 hrs total	61 his total	61 his total	61 hrs total		
1 51 her malitette	Aug 1	2	3 VVIII and dia	4	5	6
At her herd	61 hrs total	61 hrs total	61 hrs total	61 hrs total	ble ul	
-1 HS 104						

4.5 Scheduled and Activity View

Scheduled view will show you all schedules against the times they have been set. For example: A job that was scheduled from 09:00am – 12:00pm will show from 09:00am – 12:00pm.

C	Customer Filter	Model Description Filter Addre	ss Filter Job No Filter	Select saved f	filters 🗸 🏹
بر	< March 25 - 31, 2024 	Today		Reschedule Q C 🖈	Scheduled View
₩	JB 10: 103-EmployeeName (12) 2: M	Name_1007 - WhDesc1_700782 H on 700782 9:30 AM - 1:30 PM	vhDesc2_700782		Both T&A with Actual

Actual view will show you all schedules against the time that the engineer has worked on them. For example: If a job was scheduled from 09:00am – 12:00pm, but the engineer worked on the job from 09:15am - 12:15pm, the job will show from 09:15am - 12:15pm.



Both views will show you the job as it was scheduled (in grey), as well as the actual time the engineer worked on the job (in your priority colour).

C	Customer Filter	Model Description Filter	Address Filter	Job No Filter	Selec	t saved filt	ters 7	
4				Reschedule	Q C	* 🖌	Scheduled View 👻	N
<u>л</u>	< > March 25 - 31, 2024 \	/ Today			Agenda Da	work	Scheduled View Actual View	
w	JB 10: 103-EmployeeName (12) 2	5 Name_1007 - MhDesc1_	700782 lvhDesc2_700782				Both T&A with Actual	V
	M	on 700782 9:30 AM - 1:30 PM						

T&A with Actual view will show you the engineers logged time and attendance entries, as well as the actual time they have logged against schedules.

C	Customer Filter	Model Description Filter	Address Filter	Job No Filter	Select sav	ed filters
×	< > March 25 - 31, 2024 🗸	 Today 		Reschedule	Q C 🖈 Agenda Day	Scheduled View Scheduled View Actual View
₩	JB 10: 103-EmployeeName (12) 2	5 Name_1007 - WhDesc1_ 5 700782 930 AM - 1:30 PM	700782 lvhDesc2_700782			Both T&A with Actual

Did you know? Actual activity will show as finishing early or increasing in 15 minute intervals until the engineer stops logging time on the job or marks their work as completed in the App.

5. UNDERSTANDING SCHEDULED JOBS

5.1 Parts status indicators

Parts chevrons are shown on the left-hand side of the schedule, and they indicate the status of the parts that have been added to the job. The colours of the chevron will change as the status of the parts gets updated.

p	Customer Filter	Model Description	n Fitar Add	ress Filter	Job No Filter	Select saved to	hers.
	< > May 2022 ~ Ted	iny.				Reschecklie Q. Q Agende	Day Mo
	Monday	Tuesday	Wednesday	Thursday	Triday	Saturday	Sunda
	25 280 hrs 15 mins positistie 951 hrs total	24 259 tvs. 31 mms available 958 trs 45 mms total	27 231 tes 9 men austator 960 tes total	28 258 tro 5 mm available 960 tro total	29 307 tro 6 mins available 967 tro 30 mins total	30 B66 hrs 30 mms available 950 hrs 30 mins total	May 1
	2 737 hrs available 960 hrs total	3 254 trs: 26 mm available 969 trs: 30 mm total	4 224 to 59 mm availuble 969 tro 30 mm total	5 355 htt 44 mins available 969 htt 30 mins total	6 334 hrs 30 mins available 969 hrs 30 mins total	7 B80 tos 15 mirs: available 960 tos tosal	1
	9 270 hrs 45 mins available 949 hrs 30 mins total	10 285 tv: 45 min: available 969 tr: 30 min: trial	11 546 tos 11 mars available 968 tos total	12 338 tes 30 mms available 969 tes 30 mms total	13 234 tes 15 mins available 963 tes 30 mins total	14 BIS tos 30 mins available 960 tos total	- 15
	16 125 htt 27 minu available 969 htt 30 minu http:	17 521 tro available 969 tro 30 mers total	18 254 tro 26 mm available 969 tro 20 mm total	19 296 hrs 30 mins available 968 hrs 30 mins total	20 375 hrs.available 907 hrs.30 mins.txtal	21 827 tro 45 minu available 979 tro total	22
	23 192 hrs. 45 mins available 568 hrs. 30 mins htsal	24 254 tvo 59 mms available 968 tvo 30 mms total	25 214 tri 2 mm autobr 968 tri 30 mm trial	26 567 tes 30 mile available 968 tes 30 mile total	27 341 fm 15 mm analytic 968 fm 30 mm troat	28 919 hrs 45 mins available 979 hrs sold	29
	30 280 tro 23 mins available 368 tro 30 mins total	31 295 hrs. 55 mms. available 968 hrs. 30 mins. total	Jun 1 279 to: 20 mm; available 968 to: 30 mm; total	2 516 hrs 30 mms available 968 hrs 30 mms total	3 542 to: 30 mms available 968 to: 30 mms total	4 963 tes available 979 ins total	1

		item 1	Model Description Fil	ber	Address Filter		Selec	t saved filters 🔍 🗠	T Q				FE Scheduled	View *
< > Monday, Jul	y 31, 2023 🗸									Today Agenda	Timeline Day	Timeline Work Week	Timeline Week	k Mor
Engineer		7:00.4M	8:00 AM	900 AM	10:00 AM	1100 AM	1200 PM	100 PM	200 PM	3:00 PM	400 PM	5:00 PM	6.00 PM	
23 1.1-Breva Falu														
1 4-Ngoc Cheely			-											
😢 🖬 6-David Parts	-		Ran Bar	Nett - Replace Ind Se 5 AM - 1015 AM	ction 🐽	Alina Pretain - Moun 107056 1045 AM - 1045	er Worlt Start		Alina Pretzer - I 107957 202 PM -	Rant Repair Charged		-		
HS 1 23-Zeck Trumball														
RT 2.3-Geneva Convenien	a +>			Sick 910 AM - 1010 A										
EM 2 5-Roxie Lappan					Sick 1000 AM - 11:00									
M 3.2-Darius Betrap														
	Alina 1070					A 1	<mark>li</mark> oz					50 24		
No	Alin: 1070 Chev	/ron			Ar	nber C	vi oz hevro	n		G	reen	Sc 24 Chevr	on	

5.2 Job Tool Tip and Job Quick View

Job Tool Tip

Hover over the job to bring up the **Tool Tip**, and see the Job Number, Date Range, Make, Description and Parts Status.

Customer Filter		Rem Model De	scription Tilter	Addr	na Filter		Select saved fil	tes 🖂 🔽	Q,			32 Sche	duled View .
< > Monday, July 31, 3	V 693								Toda	Agenda 1	Inteline Day Timeline V	Vork Week Timeline	Week Month
Engineer	700 AM	800.404	10.44	1000-004	1102-001	COLUMN .	100 PM	200 PM	300 PM	400.001	300 PM	600 PM	200.004
3 1.1 danna Mar al													
1.4 Apr. Owly 1													
💓 🖬 1.6 Cario Turto 🛛 🖉		RAN DURING -	Replace Ind Section	•	Alina Protoer -	Mover Word Mart		Alina Protose - Pla Norma Factore - N	et Repair Charged 1774				
at 1252et Turnet g						Analysis (0.00						
at 2.3-Genera Converiencia d			Sick to a very service of the servic			Adda to	NISE ELOSIST THE AM						
ER 2 Shore Legen al				548 1900 mil - 11 00 A		Notes 11	61/21523-01-00 PM						
a 3 3 Caria Minar da						Description M	new West Start	/					

Job Quick View

Left click on the job to open the **Quick View**. Here you can see the Workshop info, Category details, Customer details and a Notes summary. The colour down the left-hand side of the pop-up denotes the priority of the job.

< > Monday, July 3	1. 2023 ~							Today Agend	a Timeline Day Timeline Work We	ek Timeline Week Mont
Engineer	702.444	832.454	8:00.AM	1005 AM	1102.464	12:00 PM	100 PM 200 PM	300 PM 400	w SER	800 PM 100 PM
a 1-barra fair										
at shacowy										
P 16 Carid Parts		RABI DURINE -	Replace Ind Section	*	Alina Protect REPORT TO A	Mower World Start	WORKSHOP INFO	SERIAL PART DETAILS	CUSTOMER DETAILS	
1 20-2ack Trumbal					_	/	An Number 17104	Norther 2807-008	Access Number 1008	
RT 2.3-General Conveniencia			Sick HIE AM . TO TO AM			/	Description Manaer Mark Bark Status Joa	Males PT Renhamber PT-R0100 GL4080	Norm Alterative 18 Maghane 2162 26209	
R 2 5 Asia Laggar				568 1000 Aug - 1100 A			Involutions all claration feature Involutions (21)(12)(2)		Main-Address: 32 families Read Lotter	
M 3 2 Carlus Betrap							Reading 1-108	Dave must go back to finish	THE EXE	
							Report Returbation Rets Dr. Draw	Read Mare		



Did you know?

If a customer has a delivery address on record, this will be displayed in the customer address section. If they don't have a delivery address on record, then the customer address will be displayed.

5.3 Job Status Indicators

Status icons are shown on the right-hand side of the schedule and denote the current status of the job. They will change as the job moves through its cycle.



6. NAVIGATING THROUGH WORKSHOP SCHEDULER

On the Scheduler home screen, you can filter by Customer, Item Model Description, Address and Job Number.

0	Customer Filter	Model Description Filter	Address Filter	Job No Filter	Sect saved filters	۲
ø	< > March 25 - 31, 2024 🗸	 Today 		Reschedule	Q C ★ ﷺ Scheduled View Agenda Day Work Week Week Mo	∼ onth

6.1 Advanced Filters

Advanced filters allow you to filter Jobs on your Workshop Scheduler.

1. Click on the Advanced Filters icon.



2. If the Advanced Filters is applied, the icon will turn amber.



3. Choose your filters and click Apply.

Filter Name	Depot
Type or select filter name \sim	All Depots V
Set as Default	□ Filter Jobs by Depot □ Filter Engineers by Depot
Departments	Additional Depots
All Departments, click to select	Select Additonal depots
Engineers	Jobs with Parts
All Engineers, click to select	All Jobs with Parts, click to select
Invoice Type	Job Status
All Invoice Types, click to select	All Job Status, click to select
Priority Codes	Created By
All Priority Codes, click to select	All Job Creator, click to select

- Doing this will restrict the exact jobs you filter by.
- You can filter by:
- Depot
- Department
- Engineers
- Invoice Type
- Priority Codes
- Jobs with Parts
- Job Status
- Created By
- 4. Once your search is complete, select **Clear** to reset your filters. This will **not affect the Depot** that you selected.



Did you know?

You can create a customer filter that can be saved as a favourite. Simply click the **Advanced Filter** icon, give the filter a name, select the relevant criteria then press the **Save** button, before you press the **Apply** button.

6.2 Performing a Search

Follow the steps below to perform searches on active and un-scheduled jobs.

- 1. Click on the Search icon.
 - 2. A new window will appear with a search entry, criteria, and duration.

Search Active a	nd Un-Scheduled	Jobs									×
Search					Select a Orbaria Customer Name/	Contact		Select a Duration T Month	*		
Job Status	* Job Number	🕈 🐨 Job Desc 1	▼ Job Desc 2	▼ Job Creation	▼ Customer Name	▼ Confact Number	▼ Wholegood Model	▼ Wholegood Desc	▼ Parts Availability	▼ Required By	♥ Contact Name
No records to displa	Y .										

Search – needs to be at least 3 characters to search.

Select a Criteria

- Customer Name/Contact
- Wholegood Model and Description
- Job Number
- Job Description
- Contact Number

There is also a free text search box that is used in conjunction with the criteria drop-down list. For example, if you enter 3 letters of the customer's phone number in the free text box and select **Contact Number** in the criteria drop down, it will find the job.

Select a Duration - selections are todays date plus the month chosen.

- 1 Month
- 2 Months
- 3 Months
- 6 Months
- Advanced Option allows you to select a timeframe within a 6-month max period

Results are shown by **Required By date** first, if no Required By date is available, it then filters by **Job Creation date**. If that is not available, the result will be based by the **Engineers Scheduled Work date**.

3. Once details have been entered, click **Search** to view your results.

int .			Filter Jobs by Depot X All Depots		Select a Oriteria Job Number		Belect a Duration Advanced Option	•	Select a Date Range (5 Months Max) 01/07/2028 - 31/10/2028		
Job Datus	⊤ Job Number	↑ ¥ Job Desc 1	♥ Job Desc 2	V Job Creation	¥ Customer Name	* Contact Number	₩ Wholegood Model	▼ Wholegood Desc	V Parts Availability	F Required By	* Contact Name
- Live	107000	httpssc1_187820		26/05/2023 00:00	Marion Doeffin	01632 960603 F	9060T0719	406 1.9 GTDT	All Parts Available		Marion Doub
Open	107827	MDesc1_107027		19/06/2023 00:00	Alex Shangraw	01632 960057 F	M#4255	NEW MF/4255-4WD	No Parts Found		Alex Shangra
• Logged	107008	https://j.107028		23/96/2023 00:00	Alex Shangraw	83632 960052 #	406070719	406 1.9 GTDT	Parts On Order		Alex Shariger
Printed	107001	500hr Dervice	Bc1234	29/92/2020 00:00	Alma Pretzer	01632 960069	STOCK.	WHOLESOOD STOCK	All Parts Available		Alma Pretzer
• Open	107800	h/iCesc1_107033		87/97/2023 80:00	Amado Denisco	01632 960756			No Parts Found		Amado Deni
Logged	107084	Check And Repair	L100	07/07/2023 00:00	Amberly Jaspers	01632 260814			No Parts Found		Amberly Jas
 Logged 	107839	500hr Service	Modal Boos Jaspers	19/07/2023 00:00	Rikki Duffett	01632980000	iecos	TRACTOR	All Parts Available		Thet
- Live	107040	Puddle		19/07/2023 00:00	Jodi Cassius	01632 060044			Parts On Order		07485 45852
Open	107941	750HR	6215R	20/07/2023 00:00	Geralyn Scheppke	07700900411	6215R	TRACTOR	No Parts Found		A Person
Open	107844	Hydraulic Hoses	Replacement	25/07/2023 00:00	Holl Radziewicz	077009001447			No Parts Found		



Did you know?

Results can be further filtered by selecting the funnel arrow beside each of the columns.

 Click on the Job Number to open the job and view more details. Alternatively, you can click on the arrow beside the Job Status of the job and click on the Scheduled Date From link to open the job in the Timeline Day view.

S	earch Active an	d Un-Scheduled Job	25									×
5a 10	arch 7			Filter Jobs by Depart All Depots		ferent a Oriteria Job Number		swert a Duration Advanced Option		belect a Cele Range (8 Month 01/07/2023 - 31/10/2023	a Marij	1
	Job Status	* Job Number 1	* Job Desc 1	▼ Jab Desc 2	* Job Creation	· Castomer Name	· Contact Number	* Whotegood Mode	• • Wholegood Desc	* Parts Assistbility	· Assured by	· Contact Name
٠	Uve	107029	M0esc1_107020		26/05/2023 00:00	Marion Gostiin	01032 900003 /	406970719	400-1.9 GTDT	All Parts Available		Marion Gostlin
•	Open	107027	Mbasc1_107027		19/06/2023 00:00	Alex Bhangrass	01632.960057.4	MF4255	NEW MF/4255.4WD	No Parts Found		Alex Diangraw
	Schedule Status	Engineer Name		Scheduled Date From	Scheduled Date To	Duration						
	Scheduled	Zack Trumball		26/07/2623 11:15	28/07/2023 12:15	01:00						
•	Logged	107028	MDesc1_107028		23/06/2023 00:00	Alex Shangraw	01632.900057	406070719	405 1.9 GTDT	Parts On Order		Alex Shangraw
	Printed	107031	SODIr Service	Bc1234	29/02/2020 00:00	Altra Pretzer	01632 960969 F	STOCK	WHOLEGOOD \$700	K All Parts Available		Alina Pretzer
	Open	107033	MDesc1_107033		07/07/2023 00:00	Amade Deniaco	01632 960758			No Parts Found		Amado Denisco

Use the toggle to include/exclude **Invoiced Jobs** within in your search results. Bear in mind that searching on invoiced jobs may slow the performance down.

Search Active and Un-Scheduled Jobs				
	Filter Jobs by Depot	Select a Giberia	Select a Duration	Include Invoiced?
Search	1 - Ibcos Computers Ltd (POOLE) V	Customer Name/Contact	1 Month	((NO)

5. Search results are saved until they are reset by clicking **Reset** on the bottom right corner of the window.

6.3 Engineer Details

In your list of Engineers, you will be able to view their:

- **Initials:** The colour will be unique to the engineer and their initials, as stored in Gold, will be displayed.
- **Name:** Along with the engineer's name we also display their Department Code and Engineer Number.

BS 10:	155-Claris Viney
Available Tasks	:1 hrs _{amy} Mung <mark>ia</mark> :1
Used	: 8 hrs 30 mins
HC 10:	161-Tova Gabriel



Did you know? If you hover over the engineers' name, you will be able to view details for the engineer for the window of time you've selected.

- **Available:** Hours and minutes still available to use. This will turn red if they are over their working hours.
- Tasks: The number of jobs for the window of time you're viewing.
- **Used:** Amount of time allocated to them.





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Support Email:

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For more information on Ibcos Computers Ltd., please visit **www.ibcos.co.uk**.

To get in touch with us, please email us at **sales@ibcos.co.uk** or ring us at **+44 (0) 1202 714200**