

Tech Tip Tuesday—December 1, 2015

by David Hirsch

Some Dispatch Display tips

On the Dispatch Grid, there are a few indicators (some optional, meaning they have to be turned on) that tell you more about each trip.

For example, you may notice that in the passenger name, there is a (!) before the first passenger. What that means is that there are Trip Notes in this trip.

Trip # - VIP	PAX
2093 -	(2) Lillian
2607 - AD	(3) Nancy
2996 - (A!)	(!) (1) Elizabeth
2150 - VIP	(!) (2) Mary
1975 - (IN)	(8) Sabrina
2608 -	(2) Michael
133 -	(2) Gina

In the Trip # column, you may notice various indicators as well. If you see “AD” that means that the “As Directed” indicator is checked in the trip.

Trip # - VIP	PAX
2093 -	(2) Lillian
2607 - AD	(3) Nancy
2996 - (A!)	(!) (1) Elizabeth
2150 - VIP	(!) (2) Mary

Pick Up Description: As Directed Addr Verified!

If you see VIP, then the VIP indicator is set.

Trip # - VIP	PAX
2093 -	(2) Lillian
2607 - AD	(3) Nancy
2996 - (A!)	(!) (1) Elizabeth
2150 - VIP	(!) (2) Mary
1975 - (IN)	(8) Sabrina
2608 -	(2) Michael
133 -	(2) Gina

VIP No

The (A!) means that there are Agent Notes in the trip.

Trip # - VIP	PAX
2093 -	(2) Lillian
2607 - AD	(3) Nancy
2996 - (A!)	(!) (1) Elizabeth
2150 - VIP	(!) (2) Mary

Save Exit Agent Note! Availability

And, the (IN) is telling you that there is an Incident Report on the trip.

Trip # - VIP	PAX
2093 -	(2) Lillian
2607 - AD	(3) Nancy
2996 - (AI)	(1) (1)
2150 - VIP	(2) Mary
1975 - (IN)	(3) Sabrina
2608 -	(2) Michael

Save Exit Agent Note Availability **IR** <<< Summary

The Agent Note and Incident Report indicators will only display if they are specifically turned on in System Default Config. This is because, in some environments, when they are turned on, they can cause some performance issues (e.g. the system gets a bit slower). So if you turn them on, and aren't happy with the speed, turn them back off and contact us, and we will see what we can do to enhance the speed in your environment.

The Agent Note and Incident Report indicators are set in System Default Config, Default 2 tab.

