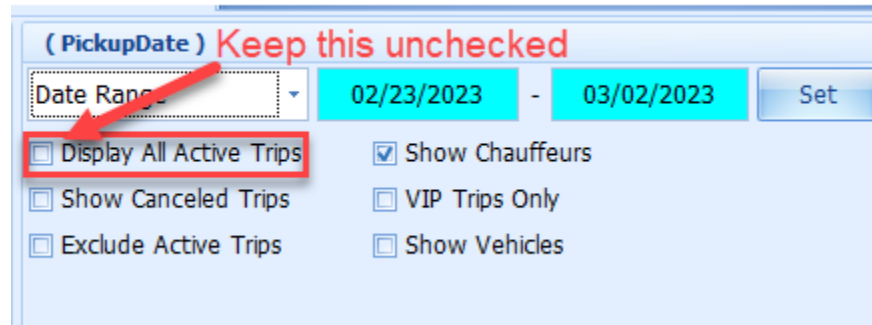


Tech Tip Tuesday—February 28, 2023

Dispatch Grid Tips

For those of you who use the dispatch grid, here are a couple tips to help you get it running faster and more smoothly. First of all, at the bottom where you set your time/date range to view trips, we strongly recommend that you make sure that “Display All Trip(s)” is **NOT** checked.



The way the Dispatch Grid works is that it filters the grid to only show trips within your selected date range...*but* if the “Display All Active Trips” box is checked, then the system **ALSO** has to look throughout all the current trips to see if there are any trips earlier than the date range that are not yet marked done. This is fairly resource-intensive and can slow your system down (for everyone).

Typically this would only be needed temporarily, if you don’t have overnight dispatch and aren’t using iChauffeur, so that the early morning dispatcher would come in and see all of last night’s late trips still in progress and be able to mark them done.

By keeping this box unchecked, your Dispatch Grid will refresh faster, and not strain the system (which can slow things down a bit for everyone). If you need to see if there are any trips earlier than your date range that aren’t marked Done, then check the box to look—but remember to uncheck it when you are finished.

While we’re looking down there, the next box over says “Show Chauffeurs” (which is checked in the above screen shot). If that box is checked, a window opens up on the left of the screen (pushing the Dispatch Grid a bit over to the right) and shows you a list of all the chauffeurs who have at least one trip during the date range you selected. (Note that if a chauffeur has no trips, his/her name will not appear).

When you click on the chauffeur’s name, only that chauffeur’s trips will appear in the grid. Clicking All will revert the display to all trips.

If you click on “No Chauffeur”, then the Grid will show you only the trips that have no chauffeur assigned, which can be helpful to see any remaining trips that need chauffeurs.