

Appointment Hours Breakdown on Work Orders

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On the work order appointments grid (Accounts Receivable > Work Orders > WO# hyperlink > Appointments tab), you can quickly see the current technician hours spent on a work order by clicking the Overview button:

Appointments	Items & Deposits	Parts 0	Part Kits 0	RMR 0	Billing	Notes 0
 Overview	 Export to Excel					
Appt #	Appointment Time	Last Activity	Status	Technician		
11066	9/30/25, 1:00 PM	9/30/25, 3:00 PM	✓ Completed	Kathy Ackerman		

Click the Overview button to open a popup window:

Appointments Overview

 Kathy Ackerman

Dispatched	1h 35m
Working	2h 24m

Dispatched	1h 35m
Working	2h 24m
TOTAL	3h 59m

This shows a breakdown of appointments per technician.

Dispatched: This is determined by these —

- On an appointment, if the Dispatch Time and Arrival Time are set for an appointment, then this is the time difference between the appointment dispatch time and the arrival time for all appointments for the technician in hours and minutes.
- If a dispatch time or arrival time is not set for an appointment, then the appointment is not used in the calculation of a dispatch time for the technician.
- If a technician's appointment is scheduled (the dispatch time is not set), then **Dispatched** shows N/A.

Working: This is determined by these —

- On an appointment, if both the Arrival Time and Completed Time are set, then this is the difference between the appointment completed time and the arrival time for all appointments for the technician in hours and minutes.
- If the completed time or arrival time is not set for an appointment, then that appointment is not used in the calculation of the working time for the technician.

- If the technician does not have a completed time in any appointments, then Working shows N/A.

Below the breakdown per technician, there is a section displaying a summary:

Dispatched: This is the sum of the dispatched for all technicians in hours and minutes. It shows N/A if all dispatched values are N/A.

Working: This is the sum of working for all technicians in hours and minutes. It shows N/A if all working values are N/A.

Total: This is the sum of dispatched and working for all technicians. It shows N/A if both Dispatched and Working are N/A.
