

Dispatch & Job Routing

User Guide

View tech locations on a live map and route jobs to the nearest available technician.

Quick Reference

Access: Managers and admins

Map: Live markers for active and scheduled jobs

Routing: Nearest-tech ranking by GPS distance

Location: Manager Portal > Dispatch

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1. Overview

The Dispatch feature gives managers a live view of their team's locations and an intelligent routing system for assigning jobs to the nearest available tech.

It combines GPS data from active jobs, location sharing, and scheduled job coordinates into a single map view.

2. The Dispatch Map

The map shows pins for every active and scheduled job:

- Active job pins — techs currently on-site, with tech name and job details
- Scheduled job pins — upcoming jobs with location and assigned tech
- Available techs — team members who have shared their location recently

Click any marker to see the tech name, job details, and time on-site. The map updates in real time as techs start and complete jobs.

3. Job Routing

When assigning a new job, the routing system ranks available techs by:

- GPS distance — straight-line distance from tech to job site
- Availability — whether the tech is currently on another job
- Active job count — prefer techs with fewer concurrent jobs

Tip: Encourage your techs to share their location regularly using /shareloc. The more up-to-date the GPS data, the better the routing suggestions.

4. Multi-site Routing

For companies managing multiple sites, the routing system considers all job locations across your entire portfolio. The ranked list helps managers decide who to send without making phone calls.

This is especially valuable for urgent calls — find the nearest tech in seconds instead of texting the whole team.

5. Quick Reference

Open dispatch map	Manager Portal > Dispatch
View tech locations	Map markers show active techs
Route a job	Select job > View nearest techs
Share location	Tech uses /shareloc in bot