

Scheduling & Dispatch

User Guide

View your assigned jobs, accept or decline dispatches, and manage your schedule — all from the Telegram bot.

Quick Reference

Command: /schedule

Portal: Managers assign jobs from the ArklyTech Portal

Notifications: Real-time dispatch alerts via Telegram

Access: Team members on an active subscription

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1. Getting Started

The scheduling system connects managers and technicians through the ArklyTech bot and portal. Managers create and assign jobs; technicians receive dispatch notifications and can accept or decline directly in Telegram.

Send /schedule to view your upcoming assigned jobs. Each job shows the date, time, location, and a brief description of the work.

Tip: Enable Telegram notifications so you don't miss dispatch alerts. The bot sends a message the moment a job is assigned to you.

2. Viewing Your Schedule

The /schedule command shows your jobs organized by date. Each entry includes:

- Date & time: When you are expected on site
- Location: Job site address with a map link when available
- Description: Scope of work as entered by the manager
- Status: Pending, accepted, declined, or completed

Jobs are sorted chronologically. Past jobs scroll off after 7 days but remain visible in the portal for reporting purposes.

3. Accepting & Declining Jobs

When a new job is dispatched to you, the bot sends a notification with Accept and Decline buttons:

- Tap Accept to confirm you will handle the job. The manager is notified.
- Tap Decline to pass on the job. You will be asked for a brief reason.
- If you do not respond within the configured window, the manager sees the job as pending and may reassign it.

Note: Declining a job does not count against you — it helps the manager reassign quickly. Always decline promptly rather than ignoring the notification.

4. Scheduling from the Portal

Managers create and assign jobs from the ArklyTech Portal at app.arklysolutions.com/portal. The scheduling workflow:

- Open the Schedule tab in the portal
- Click New Job and fill in the date, time, location, and description
- Assign one or more technicians from your team
- The assigned techs receive an instant Telegram notification
- Track acceptance status in the portal's schedule view

Tip: Managers can drag and drop to reassign jobs in the portal calendar view. Technicians are notified automatically of any changes.

5. Quick Reference

- Send /schedule to view your upcoming jobs
- Accept or decline dispatches directly from Telegram
- Managers assign jobs from the ArklyTech Portal
- Notifications are sent in real time
- Past jobs remain in the portal for reporting