



FAST LEAN SMART. *fls*

FLS – FAST LEAN SMART

Best-of-breed dynamic scheduling
and route optimisation solutions

You will enhance service experience, increase efficiency
and productivity, reduce emissions, cut costs.

“Booking appointments from Microsoft D365 CE to FLS
VISITOUR using PowerApps component framework”

V1.0

Chris Welsh – Sales Director

A List of Active 'Cases' in D365 CE



Dynamics 365 | Dynamics 365 — custom | SANDBOX

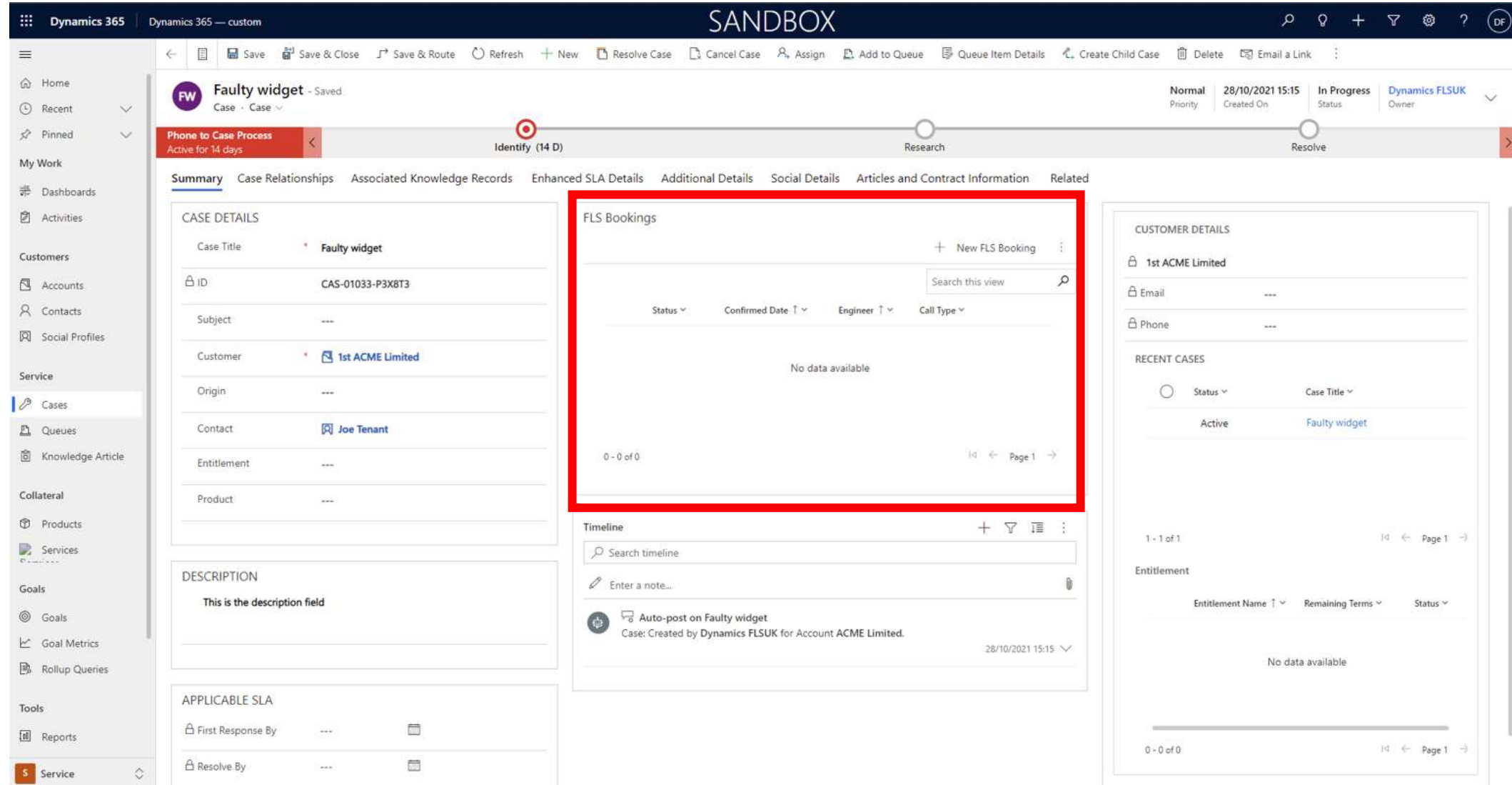
← Show Chart + New Case Delete Refresh Run Report Email a Link Flow Excel Templates Export to Excel Import from Excel Open Dashboards Create view

My Active Cases

Case Title	Case Number	Priority	Origin	Customer	Status Reason	Created On
Faulty widget	CAS-01033-P3X8T3	Normal		1st ACME Limited	In Progress	28/10/2021 15:15
Title CAS-00701	CAS-00701	Normal		Megatech	In Progress	03/11/2021 13:39
Title CAS-00702	CAS-00702	Normal		CyberMunch	In Progress	03/11/2021 13:39
Title CAS-00703	CAS-00703	Normal		Digiwell	In Progress	03/11/2021 13:43
Title CAS-00704	CAS-00704	Normal		Innovix	In Progress	03/11/2021 13:43
Title CAS-00705	CAS-00705	Normal		Cloudmore	In Progress	03/11/2021 13:43
Title CAS-00706	CAS-00706	Normal		Systemiq	In Progress	03/11/2021 13:43
Title CAS-00707	CAS-00707	Normal		Smartsoft	In Progress	03/11/2021 13:43
Title CAS-00708	CAS-00708	Normal		Clickwell	In Progress	03/11/2021 13:43
Title CAS-00709	CAS-00709	Normal		Weblund	In Progress	03/11/2021 13:43
Title CAS-00710	CAS-00710	Normal		Quanterra	In Progress	03/11/2021 13:43
Title CAS-00711	CAS-00711	Normal		Avantex	In Progress	03/11/2021 13:43
Title CAS-00713	CAS-00713	Normal		Sphere	In Progress	03/11/2021 13:43
Title CAS-00714	CAS-00714	Normal		Bitling	In Progress	03/11/2021 13:43
Title CAS-00715	CAS-00715	Normal		Elementaliq	In Progress	03/11/2021 13:43
Title CAS-00716	CAS-00716	Normal		Tech Wreck	In Progress	03/11/2021 13:43
Title CAS-00717	CAS-00717	Normal		CyberFiber	In Progress	03/11/2021 13:43
Title CAS-00718	CAS-00718	Normal		Tech Check	In Progress	03/11/2021 13:43
Title CAS-00719	CAS-00719	Normal		BitSkit	In Progress	03/11/2021 13:43
Title CAS-00720	CAS-00720	Normal		Click Tick	In Progress	03/11/2021 13:43

1 - 50 of 243 | Page 1

Case CAS-01033-P3X8T3 with no bookings yet ..



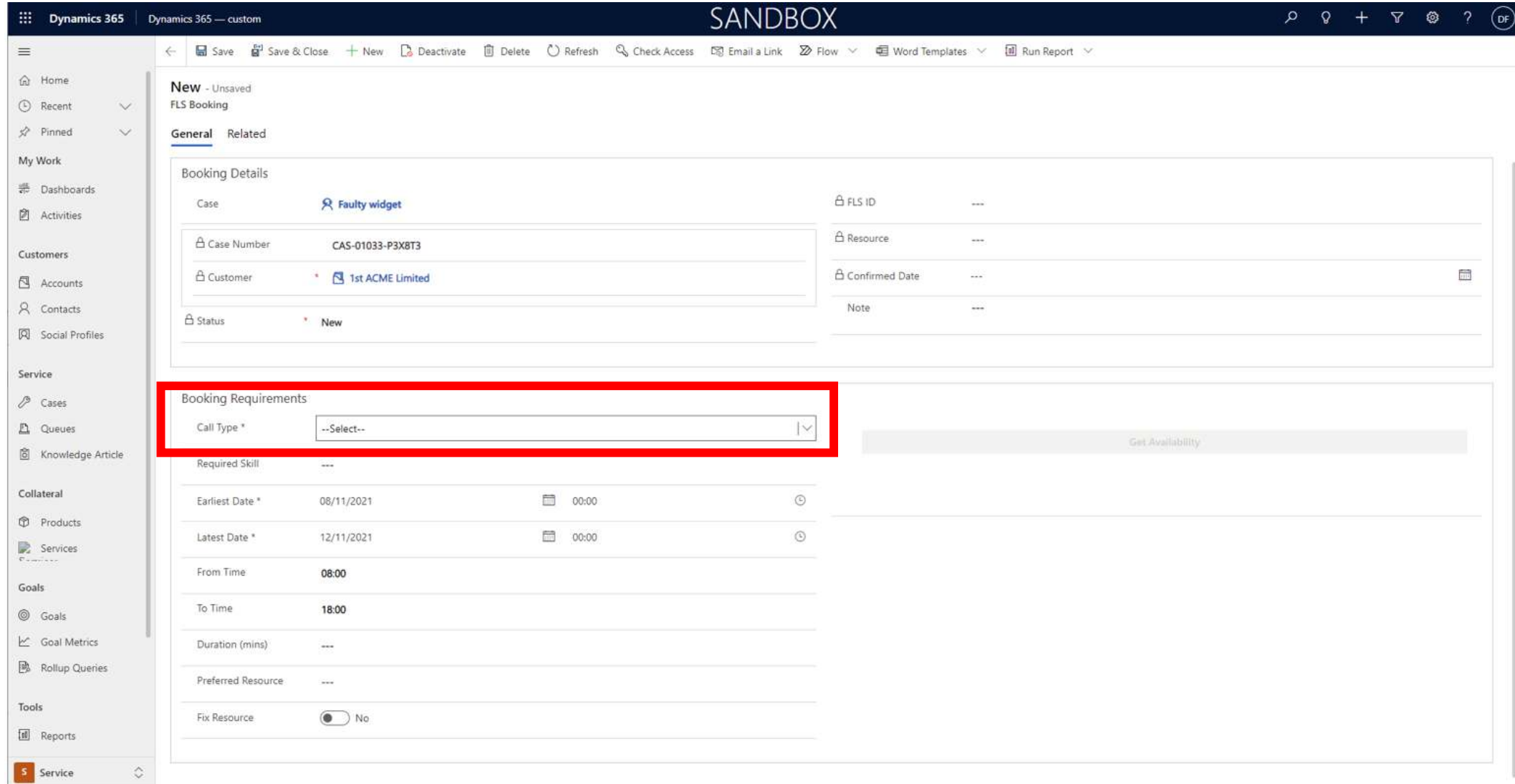
The screenshot shows the Dynamics 365 interface for a case titled "Faulty widget" (Case ID: CAS-01033-P3X8T3). The interface is in "SANDBOX" mode. The case is currently in the "Identify" stage of the "Phone to Case Process", which is active for 14 days. The case status is "Normal", created on 28/10/2021 at 15:15, and is currently "In Progress". The owner is "Dynamics FLSUK".

The main content area is divided into several sections:

- CASE DETAILS:** Case Title: Faulty widget; ID: CAS-01033-P3X8T3; Subject: ---; Customer: 1st ACME Limited; Origin: ---; Contact: Joe Tenant; Entitlement: ---; Product: ---.
- FLS Bookings:** A table view showing no data available. The table has columns for Status, Confirmed Date, Engineer, and Call Type. A search bar and a "New FLS Booking" button are present.
- DESCRIPTION:** This is the description field.
- APPLICABLE SLA:** First Response By: ---; Resolve By: ---.
- Timeline:** Shows an event: "Auto-post on Faulty widget" (Case: Created by Dynamics FLSUK for Account ACME Limited.) on 28/10/2021 at 15:15.
- CUSTOMER DETAILS:** 1st ACME Limited; Email: ---; Phone: ---.
- RECENT CASES:** Shows the current case: Active, Faulty widget.

The "FLS Bookings" section is highlighted with a red border, indicating that there are no bookings yet for this case.

Create a NEW booking and select call type

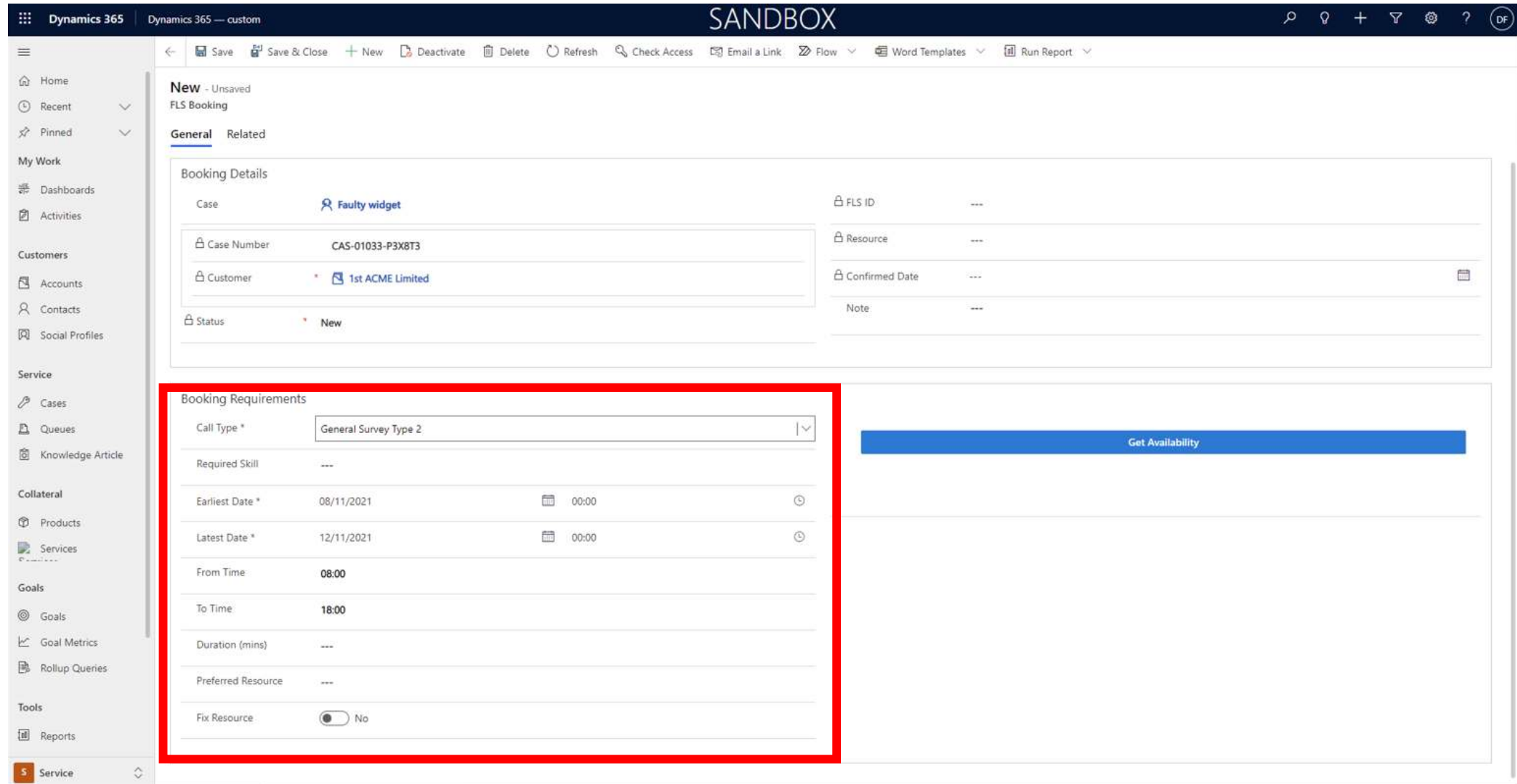


The screenshot displays the Dynamics 365 interface for creating a new FLS Booking. The page title is "New - Unsaved FLS Booking". The left sidebar shows navigation options like Home, Recent, Pinned, My Work, Customers, Service, Collateral, and Tools. The main content area is titled "Booking Details" and includes fields for Case, Case Number, Customer, Status, FLS ID, Resource, Confirmed Date, and Note. A red box highlights the "Booking Requirements" section, which contains a dropdown menu for "Call Type *" currently set to "--Select--". Other fields in this section include Required Skill, Earliest Date, Latest Date, From Time, To Time, Duration (mins), Preferred Resource, and a toggle for "Fix Resource" set to "No".

Booking Details	
Case	Faulty widget
Case Number	CAS-01033-P3X8T3
Customer	1st ACME Limited
Status	New
FLS ID	---
Resource	---
Confirmed Date	---
Note	---

Booking Requirements	
Call Type *	--Select--
Required Skill	---
Earliest Date *	08/11/2021 00:00
Latest Date *	12/11/2021 00:00
From Time	08:00
To Time	18:00
Duration (mins)	---
Preferred Resource	---
Fix Resource	No

Call type populates default SLA & duration (if define) all which can be overridden

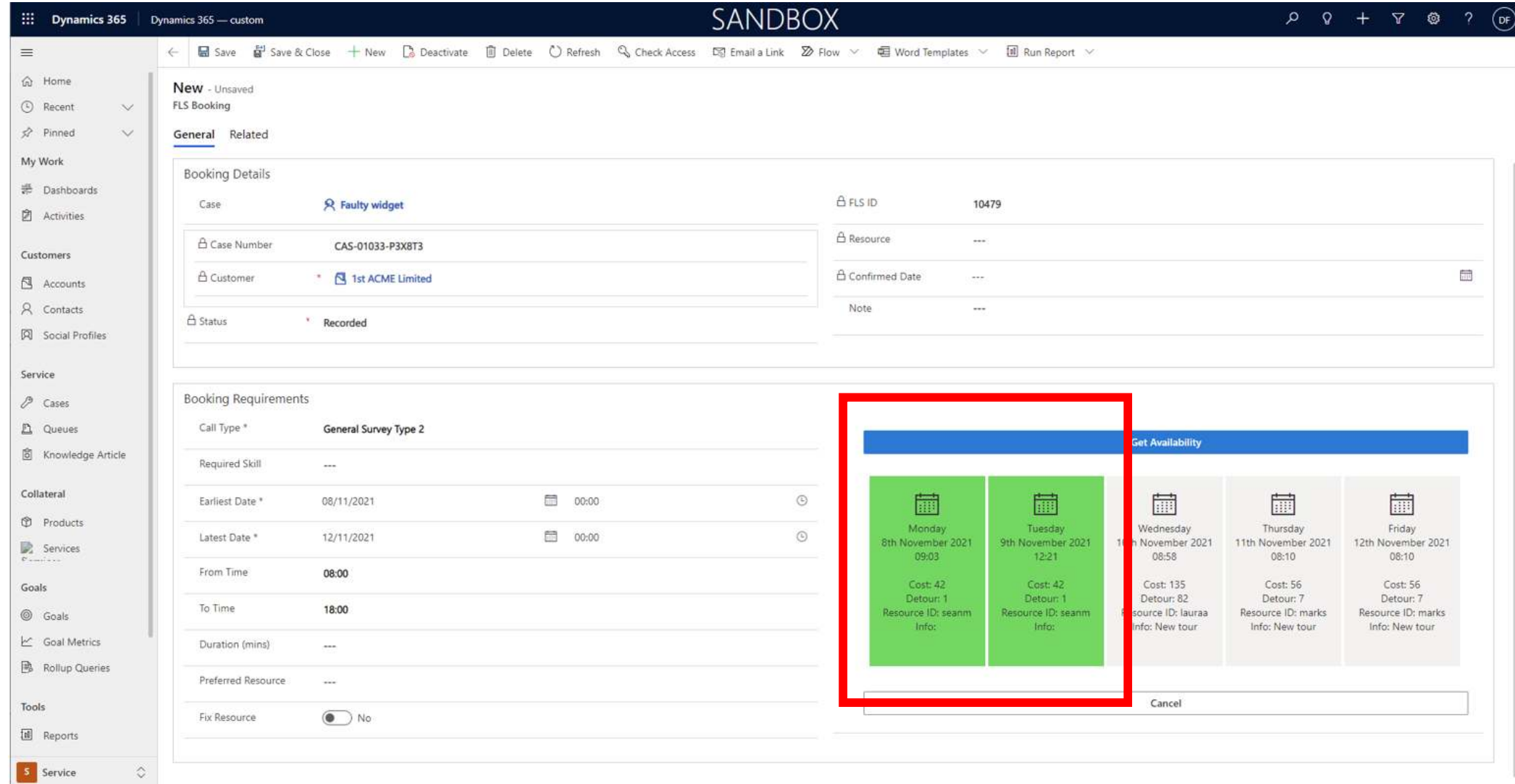


The screenshot displays the Dynamics 365 interface for a new 'FLS Booking' record. The interface is titled 'New - Unsaved FLS Booking' and includes a navigation pane on the left with categories like Home, Recent, Pinned, My Work, Customers, Service, Collateral, and Tools. The main content area is divided into 'General' and 'Related' tabs, with 'General' selected. The 'Booking Details' section shows fields for Case (Faulty widget), Case Number (CAS-01033-P3X8T3), Customer (1st ACME Limited), and Status (New). The 'Booking Requirements' section, highlighted with a red box, contains the following fields:

Field	Value
Call Type *	General Survey Type 2
Required Skill	---
Earliest Date *	08/11/2021 00:00
Latest Date *	12/11/2021 00:00
From Time	08:00
To Time	18:00
Duration (mins)	---
Preferred Resource	---
Fix Resource	<input type="checkbox"/> No

A blue 'Get Availability' button is visible to the right of the Booking Requirements section.

'Get Availability' will instantly return available timeslots based on rules defined. Each shows for each the day/current expected arrival time, relative cost, any detour and the resource that the job would initially be allocated to (this may change). Monday & Tuesday are both the best options.



The screenshot shows the Dynamics 365 interface for a 'New - Unsaved FLS Booking'. The 'Booking Details' section includes Case (Faulty widget), Case Number (CAS-01033-P3X8T3), Customer (1st ACME Limited), and Status (Recorded). The 'Booking Requirements' section includes Call Type (General Survey Type 2), Required Skill, Earliest Date (08/11/2021 00:00), Latest Date (12/11/2021 00:00), From Time (08:00), To Time (18:00), Duration (mins), Preferred Resource, and Fix Resource (No).

The 'Get Availability' dialog box is open, showing a grid of available timeslots. A red box highlights the Monday and Tuesday options, which are the best options based on the text. The dialog box also shows Wednesday, Thursday, and Friday options.

Day	Date	Time	Cost	Detour	Resource ID	Info
Monday	8th November 2021	09:03	42	1	seanm	Info: New tour
Tuesday	9th November 2021	12:21	42	1	seanm	Info: New tour
Wednesday	10th November 2021	08:58	135	82	lauraa	Info: New tour
Thursday	11th November 2021	08:10	56	7	marks	Info: New tour
Friday	12th November 2021	08:10	56	7	marks	Info: New tour

Currently 'Sean Macey' has three jobs in his FLS VISITOUR shift. He is the best option for Tuesday.



FAST LEAN SMART. fls

Work schedule - FLS VISITOUR Client 3.0 DEV1.FLSUK D365

ACTION MORE ACTIONS MAP RADIUS SEARCH SEARCH VIEW USER HELP

Start date 09/11/2021 Duration 1 day Refresh Previous period Previous day Show day Next day Next period Show period

Expertise Region Team Filter Escalated (confirmed f... Optimization Optimize selected engineers Optimize schedule

Calls in Gantt/List 3/10 Costs £320.09 Driven distance 76.16 mi

FLS VISITOUR

Current statistics

Call	Status	Name	Contact person	Postal code	Route date	Time frame	Appointment duration	Priority	Call value	Call type	Skills	Region	Service type	Reserve type
CAS-01033-P3X8T3	1-Recorded			IP24 1AD		05/11/2021 - 10/11/2021: 08:00:00 - 09:00:00	30 Minutes	3-High	5000	General survey type 1		East Anglia(GB)	Standard	No reserve
CAS-01033-P3X8T3	1-Recorded			IP24 1AD		03/11/2021 - 13/11/2021: 08:00:00 - 09:00:00	1 Hour	2-Standard	2000	General survey type 2		East Anglia(GB)	Standard	No reserve
CAS-00827	1-Recorded	Crystal Clear	Janet Reily	NR20 4DQ		09/11/2021 - 09/11/2021: 09:00:00 - 10:00:00	1 Hour	2-Standard	2000	General survey type 2	Electrical(3)	East Anglia(GB)	Standard	No reserve
CAS-00796	1-Recorded	Spice Of Life	Deborah Deacon	CO5 9SX		09/11/2021 - 09/11/2021: 09:00:00 - 10:00:00	30 Minutes	2-Standard	2000	General survey type 1	Gas(3)	East Anglia(GB)	Standard	No reserve
CAS-01033-P3X8T3	1-Recorded			WD23 1PF		08/11/2021 - 12/11/2021: 08:00:00 - 09:00:00	1 Hour	2-Standard	2000	General survey type 2		East Anglia(GB)	Standard	No reserve
CAS-00791	1-Recorded	Icy Cool	Bridget Mehta	CB9 7WQ		09/11/2021 - 09/11/2021: 09:00:00 - 10:15:00	1 Hour 15 Minutes	2-Standard	2000	Specialism type 1	Plumbing(3)	East Anglia(GB)	Standard	No reserve
CAS-00819	1-Recorded	The Silver Bullet	Jaqueline Lindsay	NR12 8AU		09/11/2021 - 09/11/2021: 09:00:00 - 10:15:00	1 Hour 15 Minutes	2-Standard	2000	Specialism type 1	Plumbing(3)	East Anglia(GB)	Standard	No reserve

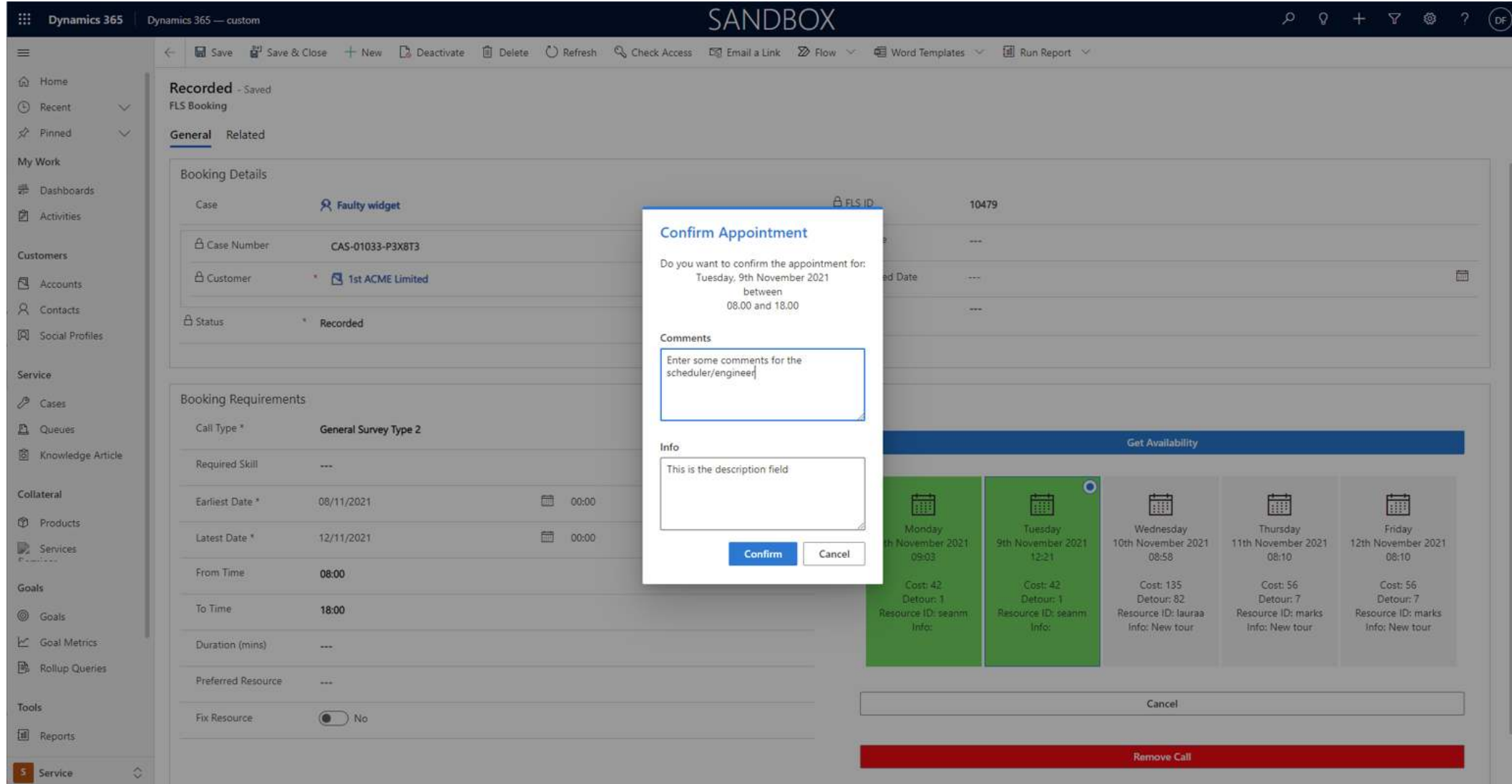
Drag a column header here to group by that column

09 NOVEMBER 2021

Engineer	00:00	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00	
Bonham, Charlene			Ash			CAS-00784 CB22 3JD								CAS-00809 IP28 8QW								Ash 74.0			
Beckshire, David				Felix		CAS-00799 IP11 7QD		CAS IP1		CAS CO1		CAS CO4		CAS CO2		CAS CO3					CAS IP9		CAS IP9		Felix 93.6
Mayor, Lewis			Sout			CAS-00853 TA7 9AS		CAS-00854 TA7 9DE		CAS-00838 TA10 9SZ		CAS TA1		CAS TA1		CAS-00841 TA18 8EU					CAS-00842 TA19 0QT		Sout 57.2		
Dipper, Ralph			Min			CAS-00846 TA5 1JU		CAS-00850 TA6 7JT		CAS-00847 TA5 2HU		CAS TA6		CAS TA6		CAS TA1					CAS-00837 TA1 SNA		Min 70.1		
Huckney, James			Ilmi			CAS TA3		CAS TA1		CAS TA9		CAS TA8		CAS TA8		CAS-00859 TA9 3PX					CAS TA9		CAS-00852 TA7 8HN		Ilmi 65.6
Swindon, James			Nor			CAS-00803 IP22 2LL								CAS-00832 NR34 7XH									Nor 78.0		
Taylor, Ann			Swaf			CAS-00834 NR9 5HR		CAS NR5		CAS-00826 NR2 4BQ		CAS NR1		CAS NR1		CAS NR2					CAS-00829 NR21 8PS		CAS NR2		S 9
Butterfield, Paul			Woo			CAS IP5		CAS-00813 IP6 9LB		CAS IP6				CAS NR1		CAS NR1							CAS IP19		Woo 115.
Macey, Sean			Ely			CAS-00814 IP6 3RR		CAS-00802 IP2 6SS						CAS-00800 IP14 1TV											
McMahon, Stacey			Cam			CAS-00783 CB21 5TA		CAS-00808 IP20 7GA						CAS-00780 CB1 5EE		CAS CB1									Cam 56.1
Cahill, Steve			Sud			CAS-00782 CB21 5NS		CAS-00785 CB25 0ND						CAS-00789 CB6 2JN											Sud 108.
Atkinson, Laura						CAS-00821 NR16 2HG		CAS-00823 NR17 2LS						CAS-00804 IP24 1TW											

©2021 FLS GmbH/TomTom

If I confirm 'Sean Macey' on Tuesday, I can also add comments or change the original call information before pressing [CONFIRM]



The screenshot displays the Dynamics 365 interface for a 'Recorded' FLS Booking. The main window shows booking details and requirements. A 'Confirm Appointment' dialog box is open, asking for confirmation for an appointment on Tuesday, 9th November 2021, from 08:00 to 18:00. The dialog includes a 'Comments' field with the placeholder text 'Enter some comments for the scheduler/engineer' and an 'Info' field with the placeholder text 'This is the description field'. The background shows a calendar view with a 'Get Availability' button and a grid of dates from Monday to Friday, each with associated cost and resource information. A 'Remove Call' button is visible at the bottom.

Recorded - Saved
FLS Booking

General Related

Booking Details

Case	Faulty widget	FLS ID	10479
Case Number	CAS-01033-P3X8T3		
Customer	1st ACME Limited		
Status	Recorded		

Booking Requirements

Call Type *	General Survey Type 2
Required Skill	---
Earliest Date *	08/11/2021 00:00
Latest Date *	12/11/2021 00:00
From Time	08:00
To Time	18:00
Duration (mins)	---
Preferred Resource	---
Fix Resource	<input type="checkbox"/> No

Confirm Appointment

Do you want to confirm the appointment for:
Tuesday, 9th November 2021
between
08.00 and 18.00

Comments

Enter some comments for the scheduler/engineer

Info

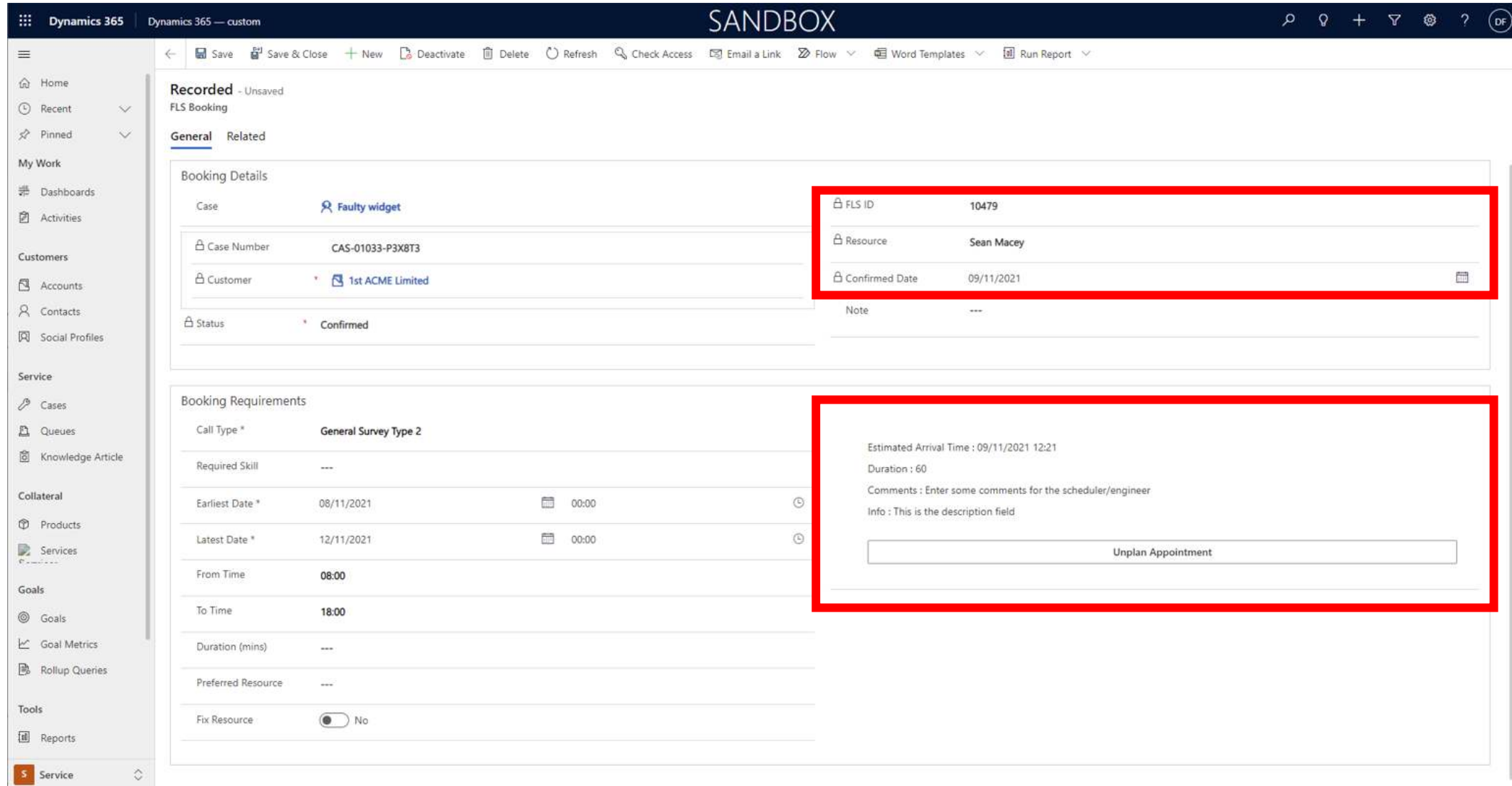
This is the description field

Get Availability

Monday	Tuesday	Wednesday	Thursday	Friday
9th November 2021 09:03	9th November 2021 12:21	10th November 2021 08:58	11th November 2021 08:10	12th November 2021 08:10
Cost: 42 Detour: 1 Resource ID: seanm Info:	Cost: 42 Detour: 1 Resource ID: seanm Info:	Cost: 135 Detour: 82 Resource ID: lauraa Info: New tour	Cost: 56 Detour: 7 Resource ID: marks Info: New tour	Cost: 56 Detour: 7 Resource ID: marks Info: New tour

Remove Call

The currently allocated resource, expected time of arrival and duration are confirmed on the booking



The screenshot displays the Dynamics 365 interface for a 'Recorded - Unsaved' FLS Booking. The interface is titled 'SANDBOX' and includes a navigation pane on the left with sections like 'My Work', 'Customers', 'Service', 'Collateral', and 'Tools'. The main content area is divided into two sections: 'Booking Details' and 'Booking Requirements'. The 'Booking Details' section shows fields for Case, Case Number, Customer, and Status. The 'Booking Requirements' section shows fields for Call Type, Required Skill, Earliest Date, Latest Date, From Time, To Time, Duration, Preferred Resource, and Fix Resource. Two red boxes highlight specific information: the first box highlights the 'FLS ID', 'Resource', and 'Confirmed Date' fields; the second box highlights the 'Estimated Arrival Time', 'Duration', 'Comments', and 'Info' fields.

Booking Details	
Case	Faulty widget
Case Number	CAS-01033-P3X8T3
Customer	1st ACME Limited
Status	Confirmed

Booking Requirements	
Call Type *	General Survey Type 2
Required Skill	---
Earliest Date *	08/11/2021 00:00
Latest Date *	12/11/2021 00:00
From Time	08:00
To Time	18:00
Duration (mins)	---
Preferred Resource	---
Fix Resource	<input type="checkbox"/> No

Booking Details	
FLS ID	10479
Resource	Sean Macey
Confirmed Date	09/11/2021
Note	---

Estimated Arrival Time : 09/11/2021 12:21
Duration : 60
Comments : Enter some comments for the scheduler/engineer
Info : This is the description field

The appointment we entered on Tuesday is now added at the optimal time into Sean Macey's shift



FAST LEAN SMART. *fls*

Work schedule - FLS VISITOUR Client 3.0 DEV1.FLSUK D365

ACTION MORE ACTIONS MAP RADIUS SEARCH SEARCH VIEW USER HELP

Start date 09/11/2021 Duration 1 day

Expertise Region Team Filter Escalated (confirmed f...)

Optimize selected engineers Optimize schedule

Calls in Gantt/List 4/9 Costs £362.52 Driven distance 76.84 mi

FLS VISITOUR

Drag a column header here to group by that column

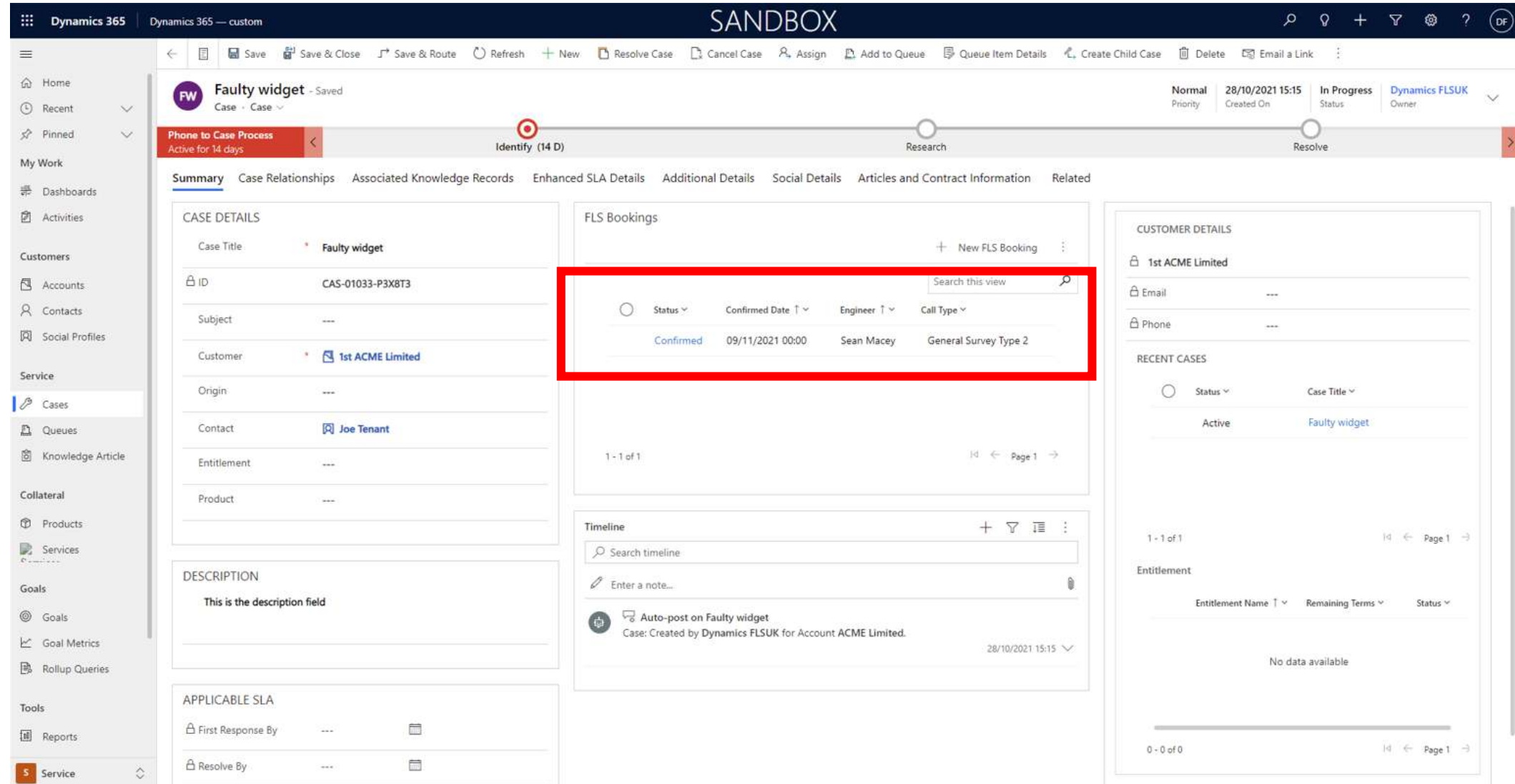
Call	Status	Name	Contact person	Postal code	Route date	Time frame	Appointment duration	Priority	Call value	Call type	Skills	Region	Service type	Reserve type
CAS-01033-P3X8T3	1-Recorded			IP24 1AD	1	05/11/2021 - 10/11/2021: 08:00:00 - 09:00:00	30 Minutes	3-High	5000	General survey type 1		East Anglia(GB)	Standard	No reserve
CAS-01033-P3X8T3	1-Recorded			IP24 1AD	1	03/11/2021 - 13/11/2021: 08:00:00 - 09:00:00	1 Hour	2-Standard	2000	General survey type 2		East Anglia(GB)	Standard	No reserve
CAS-00796	1-Recorded	Spice Of Life	Deborah Deacon	CO5 9SX		09/11/2021 - 09/11/2021: 09:00:00 - 09:30:00	30 Minutes	2-Standard	2000	General survey type 1	Gas(3)	East Anglia(GB)	Standard	No reserve
CAS-00827	1-Recorded	Crystal Clear	Janet Reily	NR20 4DQ		09/11/2021 - 09/11/2021: 09:00:00 - 10:00:00	1 Hour	2-Standard	2000	General survey type 2	Electrical(3)	East Anglia(GB)	Standard	No reserve
CAS-01033-P3X8T3	1-Recorded			WD23 1PF		08/11/2021 - 12/11/2021: 08:00:00 - 09:00:00	1 Hour	2-Standard	2000	General survey type 2		East Anglia(GB)	Standard	No reserve
CAS-00791	1-Recorded	Icy Cool	Bridget Mehta	CB9 7WQ		09/11/2021 - 09/11/2021: 09:00:00 - 10:15:00	1 Hour 15 Minutes	2-Standard	2000	Specialism type 1	Plumbing(3)	East Anglia(GB)	Standard	No reserve
CAS-00819	1-Recorded	The Silver Bullet	Jaqueline Lindsay	NR12 8AU		09/11/2021 - 09/11/2021: 09:00:00 - 10:15:00	1 Hour 15 Minutes	2-Standard	2000	Specialism type 1	Plumbing(3)	East Anglia(GB)	Standard	No reserve

09 NOVEMBER 2021

Engineers	00:00	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00
Bonham, Charlene			Ash			CAS-00784 CB22 3JD					CAS-00809 IP28 8QW					CAS-00790 CB8 9LY				Ash 74.0				
Beckshire, David			Felix			CAS-00799 IP11 7QD	CAS IP1				CAS CO1					CAS CO2	CAS CO3				CAS IP9	CAS IP9		Felix 93.6
Mayor, Lewis			Sout			CAS-00853 TA7 9AS	CAS-00854 TA7 9DE	CAS-00838 TA10 9SZ	CAS TA1	CAS TA1	CAS-00841 TA18 8EU	CAS-00842 TA19 0QT									Sout 57.2			
Dipper, Ralph			Min			CAS-00846 TA5 1JU	CAS-00850 TA6 7JT	CAS-00847 TA5 2HU	CAS TA6	CAS TA6	CAS TA6					CAS TA1	CAS-00837 TA1 SNA						Min 70.1	
Huckney, James			Ilmi			CAS TA3	CAS TA1	CAS TA9	CAS TA8	CAS TA8	CAS-00859 TA9 3PX	CAS TA9	CAS-00852 TA7 8HN	CAS-00844 TA3 SEL									Ilmi 65.6	
Swindon, James			Nor			CAS-00803 IP22 2LL					CAS-00832 NR34 7XH					CAS-00831 NR3 2ER						Nor 78.0		
Taylor, Ann			Swaf			CAS-00834 NR9 5HR	CAS NR5	CAS-00826 NR2 4BQ	CAS NR1	CAS NR1	CAS NR2					CAS-00829 NR21 8PS	CAS NR2							S 9
Butterfield, Paul			Woo			CAS IP5	CAS-00813 IP6 9LB	CAS IP6			CAS NR1	CAS NR1	CAS NR2								CAS IP19			Woo 115.
Sherman, Mark						IP8 3RR		IP2 0JS			IP14 1TF													76.7
Macey, Sean			Ely			CAS-00822 NR16 2NF	CAS-00805 IP24 2TZ	CAS-01033-P3 IP24 1AD			CAS-00807 IP28 6AU											Ely 76.8		
Cunningham, Mark						IP27	IP28 7GA	IP29			CB1 9EL	CB1	CB3	CB4										110.
McMahon, Stacey			Cam			CAS-00783 CB21 5TA	CAS-00782 CB21 5NS	CAS-00785 CB25 0ND	CAS-00789 CB6 2JN		CAS-00788 CBS 8JP											Cam 56.1		
Cahill, Steve			Sud			CAS-00821 NR16 2HG	CAS-00823 NR17 2LS	CAS-00804 IP24 1TW																Sud 108.
Atkinson, Laura																								

©2021 FLS GmbH/TamTam

The booking is added to the case



The screenshot shows the Dynamics 365 interface for a case titled "Faulty widget". The case is in the "Identify" stage of a "Phone to Case Process". The "FLS Bookings" section is highlighted with a red box, showing a single booking with the following details:

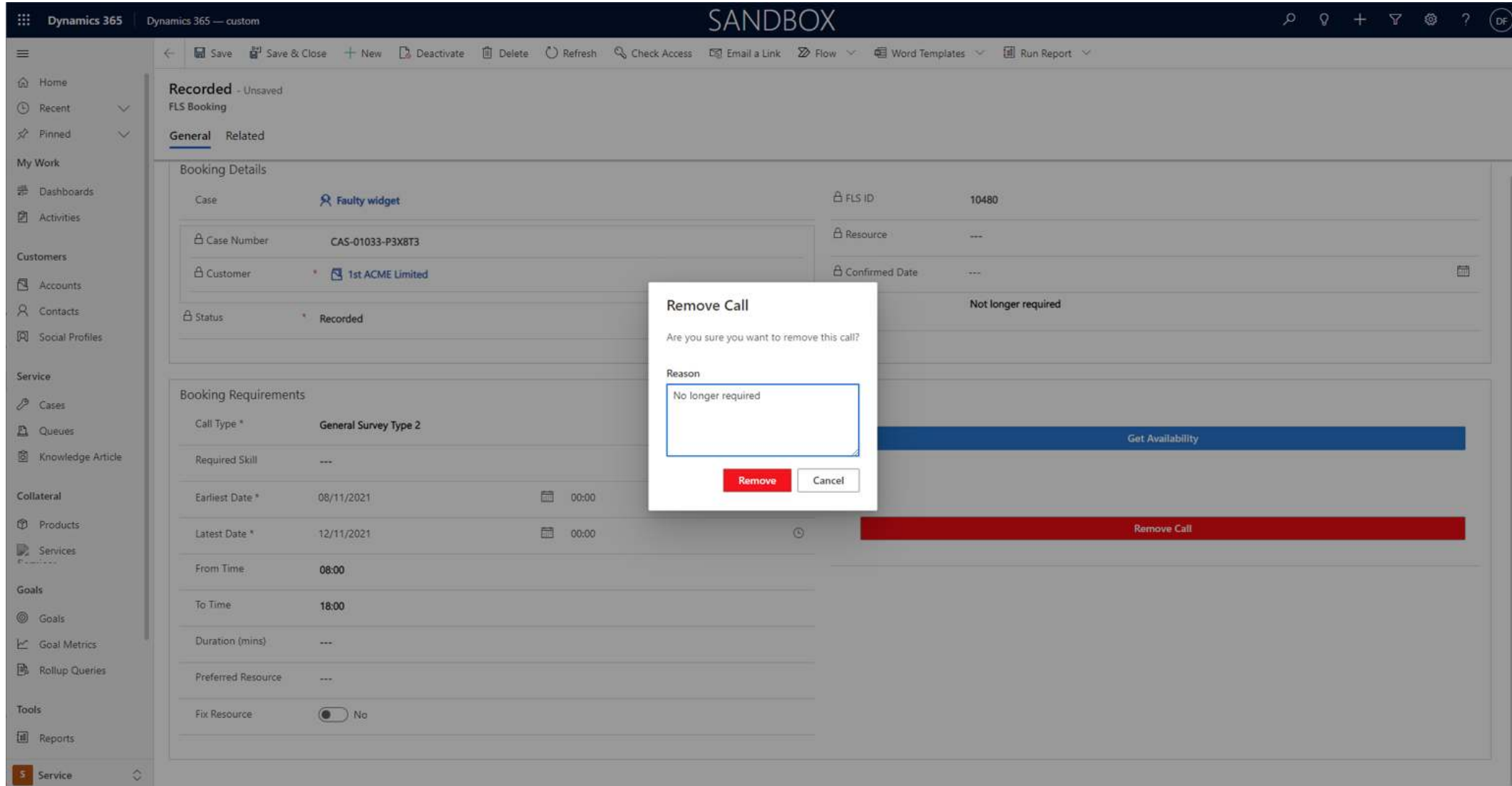
Status	Confirmed Date	Engineer	Call Type
Confirmed	09/11/2021 00:00	Sean Macey	General Survey Type 2

The case details include:

- Case Title: Faulty widget
- ID: CAS-01033-P3X8T3
- Customer: 1st ACME Limited
- Contact: Joe Tenant

The description field contains the text: "This is the description field". The applicable SLA shows "First Response By" and "Resolve By" fields. The timeline includes an auto-post event: "Auto-post on Faulty widget" with the note "Case: Created by Dynamics FLSUK for Account ACME Limited." dated 28/10/2021 15:15.

I can also remove the call and enter a reason



The screenshot displays the Dynamics 365 interface for a 'Recorded' booking. The main window shows booking details and requirements. A modal dialog box titled 'Remove Call' is open, asking for confirmation and a reason for removal. The reason 'No longer required' is entered in the text field. The background interface includes a navigation pane on the left, a top toolbar with actions like 'Save', 'New', and 'Delete', and a main content area with tabs for 'General' and 'Related'. The booking details section shows fields for Case, FLS ID, Case Number, Customer, and Status. The booking requirements section lists call type, skill, dates, and times.

Booking Details	
Case	Faulty widget
FLS ID	10480
Case Number	CAS-01033-P3X8T3
Resource	---
Customer	1st ACME Limited
Confirmed Date	---
Status	Recorded
	Not longer required

Booking Requirements	
Call Type *	General Survey Type 2
Required Skill	---
Earliest Date *	08/11/2021 00:00
Latest Date *	12/11/2021 00:00
From Time	08:00
To Time	18:00
Duration (mins)	---
Preferred Resource	---
Fix Resource	<input type="checkbox"/> No

Remove Call

Are you sure you want to remove this call?

Reason

No longer required

If 'Sean' were to go off sick, FLS would re-optimize in real time and the booking is allocated to 'Stacey McMahon'



FAST LEAN SMART. fls

Work schedule - FLS VISITOUR Client 3.0 DEV1.FLSUK D365

ACTION MORE ACTIONS MAP RADIUS SEARCH SEARCH VIEW USER HELP

Start date: 09/11/2021
Duration: 1 day

Back Forward Refresh

Time period

Navigation: Previous period Previous day Show day Next day Next period Show period

Global filters: Expertise Region Team

Escalation list/Call pool: Filter: Escalated (confirmed f...)

Optimization: Optimize selected engineers Optimize schedule

Current statistics: Calls in Gantt/List 3/11
Costs £361.53
Driven distance 74.04 mi

FLS VISITOUR

Call data

- Call form
- Partial calls 0
- Call details
- Call history

Call lists

Scheduling

- Work schedule
- Forward planning
- Output
- Feedback
- Monthly calendar

Engineers

Settings

Administration

System

Call	Status	Name	Contact person	Postal code	Route date	Time frame	Appointment duration	Priority	Call value	Call type	Skills	Region
CAS-01033-P3X8T3	1-Recorded			IP24 1AD		05/11/2021 - 10/11/2021: 08:00...	30 Minutes	3-High	5000	General survey type 1		East Anglia(GB)
CAS-00805	1-Recorded	Too Cool	Anthony Wickham	IP24 2TZ		09/11/2021 - 09/11/2021: 09:00...	1 Hour 15 Minutes	2-Standard	2000	Specialism type 1	Plumbing(3)	East Anglia(GB)
CAS-01033-P3X8T3	1-Recorded			IP24 1AD		03/11/2021 - 13/11/2021: 08:00...	1 Hour	2-Standard	2000	General survey type 2		East Anglia(GB)
CAS-00796	1-Recorded	Spice Of Life	Deborah Deacon	CO5 9SX		09/11/2021 - 09/11/2021: 09:00...	30 Minutes	2-Standard	2000	General survey type 1	Gas(3)	East Anglia(GB)
CAS-00827	1-Recorded	Crystal Clear	Janet Reilly	NR20 4DQ		09/11/2021 - 09/11/2021: 09:00...	1 Hour	2-Standard	2000	General survey type 2	Electrical(3)	East Anglia(GB)
CAS-00791	1-Recorded	Icy Cool	Bridget Mehta	CB9 7WQ		09/11/2021 - 09/11/2021: 09:00...	1 Hour 15 Minutes	2-Standard	2000	Specialism type 1	Plumbing(3)	East Anglia(GB)
CAS-00822	1-Recorded	Interstellar	Mary Orr	NR16 2NF		09/11/2021 - 09/11/2021: 09:00...	1 Hour 15 Minutes	2-Standard	2000	Specialism type 1	Plumbing(3)	East Anglia(GB)

09 NOVEMBER 2021

Engineer: Bonham, Charlene

Engineer: Beckshire, David

Engineer: Mayor, Lewis

Engineer: Dipper, Ralph

Engineer: Huckney, James

Engineer: Swindon, James

Engineer: Taylor, Ann

Engineer: Butterfield, Paul

Engineer: Sherman, Mark

Engineer: Macey, Sean

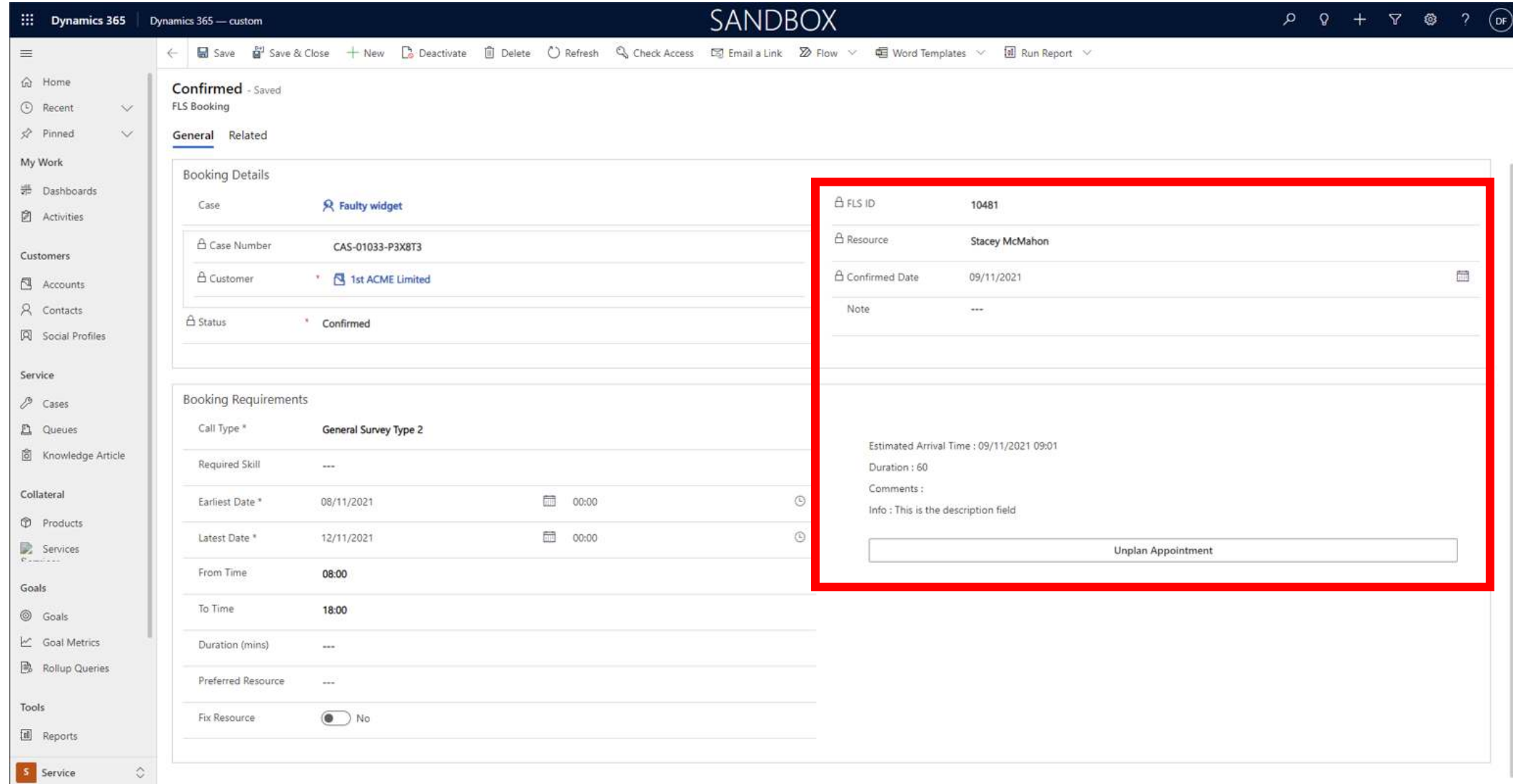
Engineer: Cunningham, Mark

Engineer: McMahon, Stacey

Engineer: Atkinson, Laura

Map showing locations: King's Lynn, Aylsham, Norwich, Ipswich, Chelmsford, Margate, Maidstone.

This is automatically reflected on the booking, and I have the option to also 'unplan' the appointment



The screenshot shows the Dynamics 365 interface for a confirmed booking. The main content area is titled "Confirmed - Saved" and "FLS Booking". The "General" tab is active, showing booking details and requirements. A red box highlights the right-hand side of the booking details, which includes the following information:

FLS ID	10481
Resource	Stacey McMahon
Confirmed Date	09/11/2021
Note	---

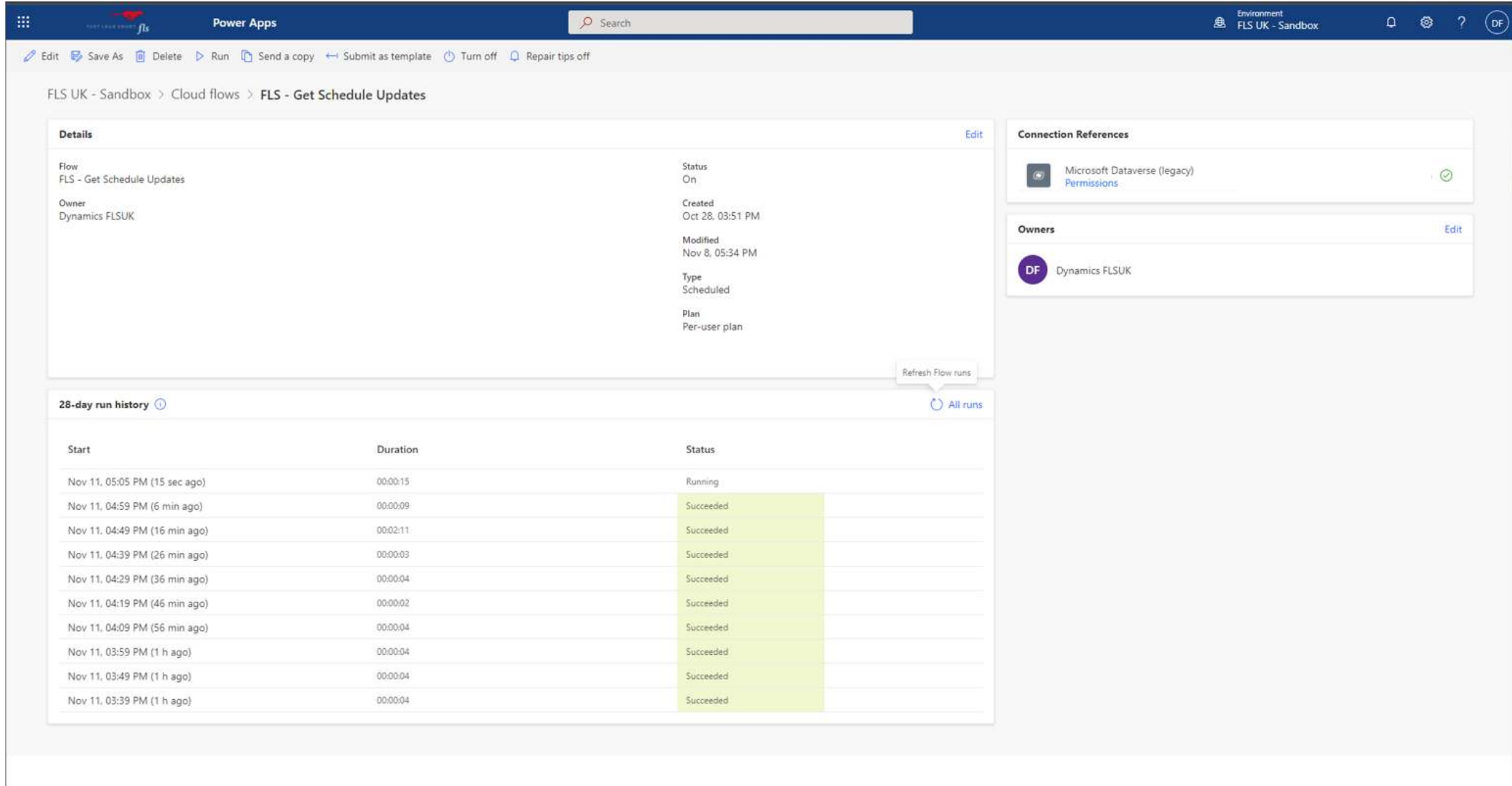
Below this information, the "Estimated Arrival Time" is 09/11/2021 09:01, the "Duration" is 60, and the "Comments" field contains "Info : This is the description field". At the bottom of the highlighted area, there is a button labeled "Unplan Appointment".

The "Booking Requirements" section on the left shows the following details:

Call Type *	General Survey Type 2
Required Skill	---
Earliest Date *	08/11/2021 00:00
Latest Date *	12/11/2021 00:00
From Time	08:00
To Time	18:00
Duration (mins)	---
Preferred Resource	---
Fix Resource	<input type="checkbox"/> No

PowerApps component framework

This entire process is managed in D365 using the Microsoft PowerApps component framework



The screenshot displays the Microsoft Power Apps interface for a specific cloud flow. The top navigation bar includes the Power Apps logo, a search bar, and the environment name 'FLS UK - Sandbox'. Below the navigation bar, there are action buttons: Edit, Save As, Delete, Run, Send a copy, Submit as template, Turn off, and Repair tips off.

The main content area is titled 'FLS UK - Sandbox > Cloud flows > FLS - Get Schedule Updates'. It is divided into several sections:

- Details:** A card showing flow information. The flow name is 'FLS - Get Schedule Updates', owned by 'Dynamics FLSUK'. The status is 'On', created on 'Oct 28, 03:51 PM', and modified on 'Nov 8, 05:34 PM'. The type is 'Scheduled' and the plan is 'Per-user plan'.
- Connection References:** A card showing a connection to 'Microsoft Dataverse (legacy) Permissions' with a green checkmark indicating it is successful.
- Owners:** A card showing the owner 'Dynamics FLSUK' with a profile icon 'DF'.
- 28-day run history:** A table showing the flow's execution history. The table has columns for 'Start', 'Duration', and 'Status'. The status column is highlighted in green for 'Succeeded' entries. A 'Refresh Flow runs' button is located above the table, and an 'All runs' link is in the top right corner of the table area.

Start	Duration	Status
Nov 11, 05:05 PM (15 sec ago)	00:00:15	Running
Nov 11, 04:59 PM (6 min ago)	00:00:09	Succeeded
Nov 11, 04:49 PM (16 min ago)	00:02:11	Succeeded
Nov 11, 04:39 PM (26 min ago)	00:00:03	Succeeded
Nov 11, 04:29 PM (36 min ago)	00:00:04	Succeeded
Nov 11, 04:19 PM (46 min ago)	00:00:02	Succeeded
Nov 11, 04:09 PM (56 min ago)	00:00:04	Succeeded
Nov 11, 03:59 PM (1 h ago)	00:00:04	Succeeded
Nov 11, 03:49 PM (1 h ago)	00:00:04	Succeeded
Nov 11, 03:39 PM (1 h ago)	00:00:04	Succeeded