Dispatch and verify field work

Plan a work order, assign a qualified resource, and collect completion evidence.

https://docs.qintoravacloud.com/guides/field-service/

Plan and dispatch

1. Open the Field service workspace. Start from an eligible case, outage or service record where relevant, so the relationship is preserved.
2. Set location, work scope, source record, work plan and required qualifications. Check planned dates, dispatch coverage, capacity, skill expiry, absence, and vendor eligibility.
3. Reserve an available appointment, then use the appropriate approval and dispatch actions. Verify the assigned technician, work-order state, and calendar entry.

Execute and verify

Open the assigned order and follow task dependency order, required checklists and permit or change gates. Record actual labor and materials plus evidence required by the plan. Submit for verification. Confirm any linked case returns to support review and inspect the source incident status.

Recover from blocked work

If no technician is available, compare location coverage, qualifications, absence and scheduling conflicts. For recurrence, check effective dates, UTC anchor and published work plan. After a retry, locate the order for the original schedule occurrence before generating another. If completion is rejected, inspect task dependencies and verification evidence.