



Popular **SOSMobile** feature makes it easier to share and assign orders in the field.

In a previous issue, we discussed a few **SOSMobile** features that help techs manage and share their workload in the field.

Here we highlight another feature that's gaining popularity - particularly for those utilities without dedicated dispatchers.

Rather than directing orders to a particular tech or crew, they can now be given an "unassigned" status.

	21	31	32	UNASSIGNED
08:00 AM	SO-000000001 [LOCATE]	SO-000000024 [TROUBLE]	SO-000000027 [JOB ORDER]	SO-000000065 [LOCATE]
08:15 AM				
08:30 AM	SO-000000004 [JOB ORDER]	SO-000000007 [LOCATE]		SO-000000067 [LOCATE]
08:45 AM				
09:00 AM	SO-000000005 [WORK ORDER]	SO-000000032 [TROUBLE]		SO-000000068 [LOCATE]
09:15 AM				
09:30 AM	SO-000000014 [SERVICE ORDER]			SO-000000077 [LOCATE]
09:45 AM				

Unassigned orders as seen on the Calendar screen of SOSDispatch

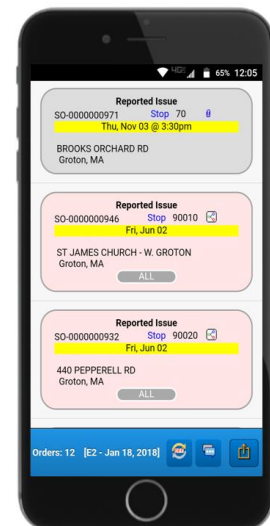
You can then choose who, upon login, sees these orders on their mobile device. This is a great way for foremen to assign work in the field without using the **SOSDispatch** application.

Unassigned orders appear in a different color, making it easy to distinguish them from regular assigned work.

Foremen, or any field tech if given the authority, can assign/reassign these orders as appropriate.

Stop	Time	Order Number	Order Type
30	Fri, Jul 08	SO-0000002842	METERXCHG
40	Thu, Jul 14	SO-0000000821	ISSUE
50	Thu, Jul 07 @ 8:00a - 11:59a	SO-0000000817	ISSUE
60	Thu, Nov 03 @ 3:30pm	SO-0000000971	ISSUE
70	Thu, Jul 13 @ 2:00pm	SO-0000000818	ISSUE
90010	Fri, Jun 02	SO-0000002897	CUSTOMER CALL
90020	Fri, Jun 02	SO-0000002756	ISSUE

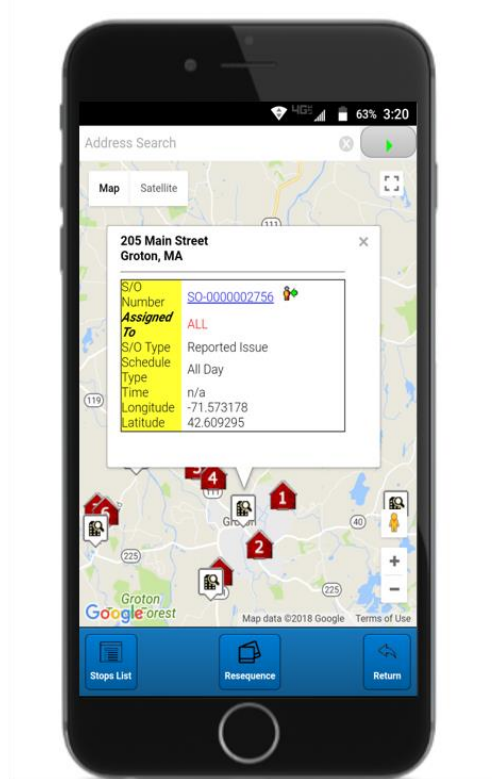
Unassigned orders highlighted in pink on Windows version of SOSRemote



Unassigned orders show in pink on iOS/Android version of SOSRemote

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This is also a great way to handle lower priority work. Techs can view the unassigned orders in their list, as well as on their route map, letting them see at a glance if there's another task they might accomplish while in an area.



Techs can see assigned and unassigned orders on their route map

See our [Central Dispatch Alternative](#) newsletter for other ways field techs can independently manage their workload.

Remember. . . we're here to help

If you're interested in implementing this feature, it's available at no charge to support paying clients. Just contact us and we'll help with the setup. A modest configuration fee may apply.



About InsightAtlast

InsightAtlast has helped utilities save money and increase productivity through field force automation since 1999. Our SOSMobile software provides intelligent scheduling, mobile dispatch and real-time updates to and from the field, affordably automating a utility's entire mobile workforce. As integration experts, SOSMobile is designed to capture and update orders and data from multiple sources, including its own database. This gives field personnel access to all needed information, and the office the tools to effectively manage field resources.

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