How a job comes in

A customer asks for a time, a technician accepts, and only then is the job confirmed to the customer.

Steps

1. A customer picks a time in their conversation, or the office books one by phone.
2. The job is offered to a qualified technician who is free then.
3. The technician accepts or declines. A decline passes it on to someone else, or to the office if nobody is free.
4. When it is accepted, the customer is told the job is confirmed.

Good to know

Requests waiting on somebody are on the Requests screen.

If nobody answers in time, the job is escalated to a manager.