

Firm Appointments in SedonaOffice

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A “Firm Appointment” is one that must be completed on the scheduled date and time and should not be changed.

A “Firm Appointment” is shown as Pink in the Scheduler.

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Schedule Board

Marking an Appointment as Firm

Once an appointment has been marked as “**Firm**”, it may not be moved or modified within the Schedule Board unless the User removes the “**Firm**” flag.

A “**Firm**” appointment can be used for Service Tickets or Job appointments.

When Marking an Appointment as “Firm,” this will lock down the date/time and Technician for the appointment.

While that appointment is locked, several restrictions are put into place by the software:

- Users cannot drag-and-drop a “Firm” appointment to a different timeslot or to another Technician on the Schedule Board.
- You cannot “drag-adjust” the length of an appointment on the Schedule Board.