

How to Use Breaks

07/31/2024 10:44 am EDT

Dealer created a case asking how to use the break function in an appointment in AlarmBillr. The steps below will show you how to create a break

1) Begin by adding an appointment to a work order

Event

Appointment DetailsBreaks

Title:Residential Alarm Installation

Type:Work Order

Start:7/30/2024 5:00 PM

End:7/30/2024 5:15 PM

Additional Days

All day event:

Create New Work Order From This Appointment

Customer:Steckel, Simba - 9000

Work Order:Service Call - 1587

Dispatch

Arrival

Completed

Description:

Technician:Erick Steckel

Additional Technicians:

Sync:

Now

Now

Now

Save

Cancel

2) Have the technician dispatch themselves to the work order

Appointment #2111 / Work Order #1587

View Work Order
Notify Customer
Customer Manager

Appointment Details
Breaks

Customer: Simba Steckel - 9000
Site: Beach House - 2

123 Dream St.
Hollywood, FL 12345
(330) 208-3568 Ext:

Map

Title: Residential Alarm Installation
Type: Work Order
Status: Scheduled
Start: 7/30/2024 5:00 PM
End: 7/30/2024 5:15 PM
All day event: ☐

Dispatch: 7/30/2024 9:53 AM
Arrival:
Completed:
Description:
Technician: Erick Steckel
Additional Technicians:
Sync: ☐

Delete
Save
Cancel

3) Then have them arrive to the appointment

Appointment #2111 / Work Order #1587

View Work Order
Notify Customer
Customer Manager

Appointment Details
Breaks

Customer: Simba Steckel - 9000
Site: Beach House - 2

123 Dream St.
Hollywood, FL 12345
(330) 208-3568 Ext:

Map

Title: Residential Alarm Installation
Type: Work Order
Status: Dispatched
Start: 7/30/2024 5:00 PM
End: 7/30/2024 5:15 PM
All day event: ☐

Dispatch: 7/30/2024 9:53 AM
Arrival: 7/30/2024 9:54 AM
Completed:
Description:
Technician: Erick Steckel
Additional Technicians:
Sync: ☐

Delete
Save
Cancel

4) When the technician is ready for a break, have them go into the appointment and click on the Breaks tab

The screenshot shows a software window titled "Appointment #2111 / Work Order #1587". At the top right of the window are three buttons: "View Work Order", "Notify Customer", and "Customer Manager". Below these is a tabbed interface with two tabs: "Appointment Details" and "Breaks". The "Breaks" tab is currently selected. Inside the "Breaks" tab, there is a section labeled "Break:" followed by a button that says "Break Now". Below this is a table with two columns: "Start Time" and "End Time". The table is currently empty. At the bottom of the window, there are three buttons: "Delete", "Save", and "Cancel".

Start Time	End Time
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5) click on the Break Now button, and then push save (the appointment will turn yellow indicating the technician is on break)

Appointment #2111 / Work Order #1587

View Work Order
Notify Customer
Customer Manager

Appointment Details Breaks

Break:

Return
 Cancel Break

Will return from break when appointment is updated and Work Order saved

Start Time	End Time	
7/30/24 9:56 AM		

Delete
Save
Cancel

Appointment #2111 / Work Order #1587

View Work Order
Notify Customer
Customer Manager

Appointment Details Breaks

Break:

Break Now

Start Time	End Time	
7/30/24 9:56 AM	7/30/24 9:57 AM	

Delete
Save
Cancel

7) The appointment will switch from yellow back to green

