



What's New in Schedule 2024 (7.0)

Release Version: 2024.78

Release Date: November 2024



View our recorded **What's New in Schedule 2024**¹ presentation.

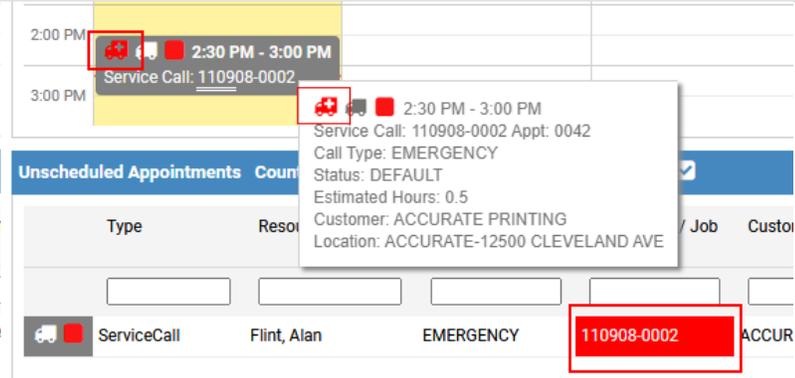
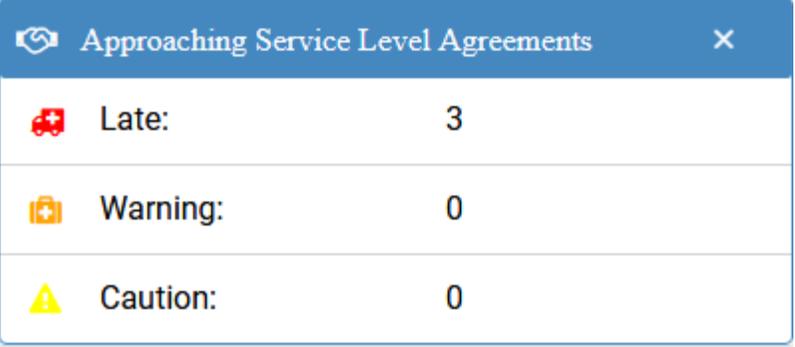
¹ https://youtu.be/cGPE0Ki7uZg?si=ilubkVvXVO_5XIB-

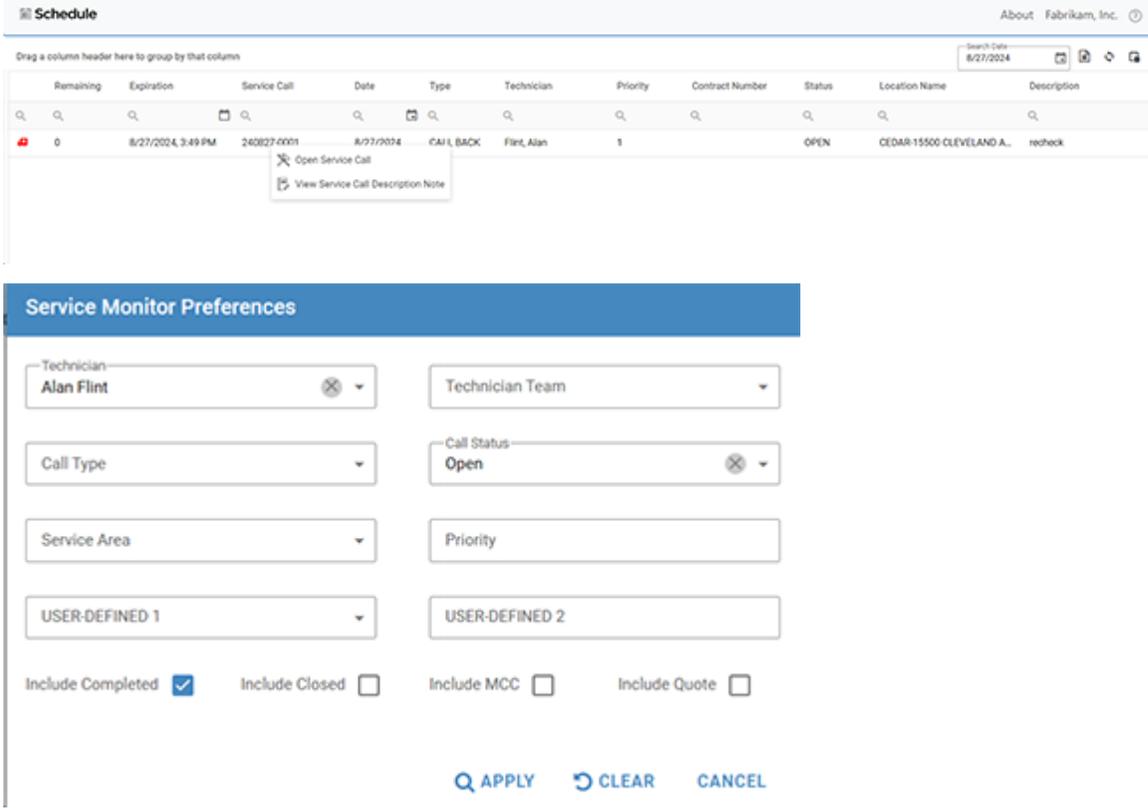
Case #	Description
SCHEd-544	<p>You can now view service level agreement (SLAs) alerts and related warning messages on the Schedule Board and the Unscheduled Appointments grid. For more information, see Setting Up Schedule Configuration².</p> <p>We've added a section to the Schedule Configuration Settings window that lets you:</p> <ul style="list-style-type: none"> • Designate one or more of the five SLA alert threshold levels to monitor. • Configure (in minutes) an automatic refresh interval for your SLA monitoring. When configured, this refresh interval will apply to both SLA info on the board and in a pop-up window that displays the count of each alert type. <ul style="list-style-type: none"> • The pop-up window is kept on the screen until you click the X to close the window. • Manually refresh the Schedule board to refresh SLA info. This works even if you don't have an automatic refresh interval configured. • Customize the following options for the Caution, Warning, and Late alerts. <ul style="list-style-type: none"> • Minutes: The number of minutes before the SLA is displayed as an alert on the board. The Late alert does not have a Minutes option. Once the guaranteed time is not met, the appointment will be set to Late. • Color: The color associated with the SLA alert. <ul style="list-style-type: none"> • Schedule Board: The icons on the appointment bar and tooltip will display this color. • Unscheduled Appointments grid: The background color of the cell displays this color. • Icon: The icon name for the icon that displays for the alert. You can change the icon image by entering the icon name exactly as displayed on the Font Awesome website. Icon images and names can be found at https://fontawesome.com/v4/icons/. <div data-bbox="347 1089 1490 1470" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <ul style="list-style-type: none"> •  Service levels are set up and assigned to a customer's location in Signature. SLAs automatically calculate response times for all five timestamps of a service call. When a service call is created, the response times are calculated. As the service call guaranteed time nears expiration, the user is visually alerted on the Schedule Board. Service level agreements are not used with MCC calls. For detailed information on setting up service levels, see Using Service Level Agreements (SLA)³ in the Signature documentation. • If there is more than one appointment associated with the call, the first appointment to be changed to a linked status updates the Time Stamp window, except for the Complete status. If you link the Complete appointment status to a time stamp, the last appointment on the service call to be changed to Complete updates the time stamp. </div>

² <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104841267/Setting+Up+Schedule+Configuration>

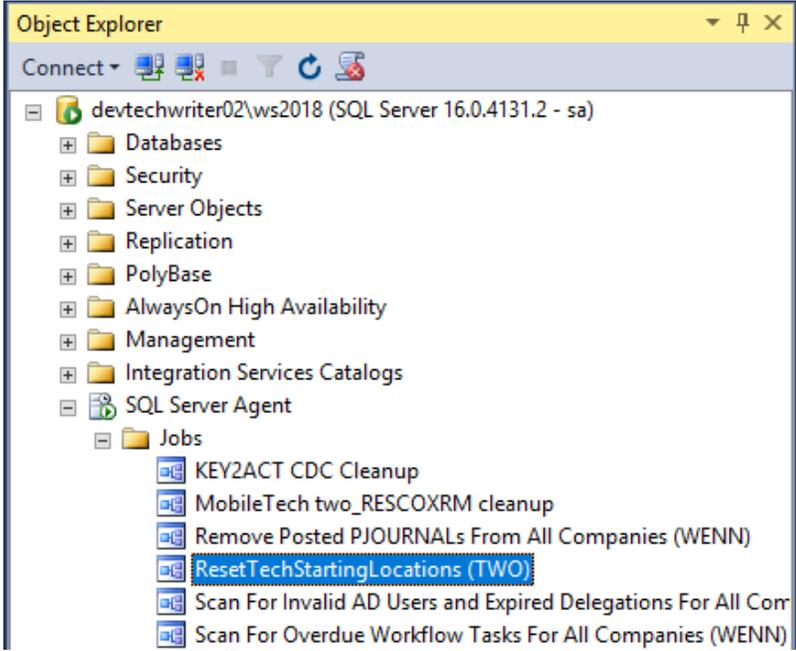
³ <https://wennsoft.atlassian.net/wiki/spaces/sms2024/pages/104830456/Using+Service+Level+Agreements+SLAs>

Case #	Description																																		
	<p>Click here to view screenshots.</p> <p>New Service Level Agreement Options in Schedule Settings:</p> <p>Service Level Agreement Options</p> <div data-bbox="378 438 1006 827" style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <p>Levels to Monitor</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Open Time</td> <td style="text-align: right;"><input type="checkbox"/></td> </tr> <tr> <td>Dispatched Time</td> <td style="text-align: right;"><input type="checkbox"/></td> </tr> <tr> <td>Received Time</td> <td style="text-align: right;"><input type="checkbox"/></td> </tr> <tr> <td>Arrived Time</td> <td style="text-align: right;"><input type="checkbox"/></td> </tr> <tr> <td>Completed Time</td> <td style="text-align: right;"><input type="checkbox"/></td> </tr> </table> </div> <div data-bbox="378 842 1006 1575" style="border: 1px solid #ccc; padding: 10px;"> <p>Alerts</p> <p>Caution</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Minutes</td> <td style="width: 30%; text-align: center;">120</td> <td style="width: 40%; text-align: right;">▲ ▼</td> </tr> <tr> <td>Color</td> <td style="text-align: center;"> #ffff00</td> <td style="text-align: right;">▼</td> </tr> <tr> <td>Icon</td> <td colspan="2" style="border-bottom: 1px solid #ccc;">exclamation-triangle</td> </tr> </table> <p>Warning</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Minutes</td> <td style="width: 30%; text-align: center;">60</td> <td style="width: 40%; text-align: right;">▲ ▼</td> </tr> <tr> <td>Color</td> <td style="text-align: center;"> #ffa500</td> <td style="text-align: right;">▼</td> </tr> <tr> <td>Icon</td> <td colspan="2" style="border-bottom: 1px solid #ccc;">medkit</td> </tr> </table> <p>Late</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Color</td> <td style="width: 30%; text-align: center;"> #ff0000</td> <td style="width: 40%; text-align: right;">▼</td> </tr> <tr> <td>Icon</td> <td colspan="2" style="border-bottom: 1px solid #ccc;">ambulance</td> </tr> </table> <p>Find icon codes here. Supported version 4.7</p> </div>	Open Time	<input type="checkbox"/>	Dispatched Time	<input type="checkbox"/>	Received Time	<input type="checkbox"/>	Arrived Time	<input type="checkbox"/>	Completed Time	<input type="checkbox"/>	Minutes	120	▲ ▼	Color	 #ffff00	▼	Icon	exclamation-triangle		Minutes	60	▲ ▼	Color	 #ffa500	▼	Icon	medkit		Color	 #ff0000	▼	Icon	ambulance	
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Icon	ambulance																																		

Case #	Description								
	 <p>This is the pop-up message when the Auto Reload option is set up:</p>  <table border="1" data-bbox="349 745 1144 1092"> <thead> <tr> <th colspan="2">Approaching Service Level Agreements</th> </tr> </thead> <tbody> <tr> <td> Late:</td> <td>3</td> </tr> <tr> <td> Warning:</td> <td>0</td> </tr> <tr> <td> Caution:</td> <td>0</td> </tr> </tbody> </table>	Approaching Service Level Agreements		Late:	3	Warning:	0	Caution:	0
Approaching Service Level Agreements									
Late:	3								
Warning:	0								
Caution:	0								

Case #	Description
<p>SCHED-1912</p>	<p>A Service Monitor window has been added that works with service level agreements (SLAs) and visually displays service call data by the icon for the call type. The associated service call can be accessed by right-clicking the appointment and selecting Open Service Call in the Service Monitor window.</p> <p>Use the Service Monitor Preferences window to restrict the information displayed in the Service Monitor window. If you don't make any entries in the Preferences window, all service calls with appointments scheduled for the current day display. Your selections in the Filter Preferences window serve as defaults each time you open the window; only appointments that fall within those filters display.</p> <p>See Using the Service Monitor⁴.</p> <p>Click to view screenshots.</p>  <p>The screenshot displays the 'Schedule' application interface. At the top, there is a search bar for the date '8/27/2024'. Below it is a table with columns: Remaining, Expiration, Service Call, Date, Type, Technician, Priority, Contract Number, Status, Location Name, and Description. A single row is visible with a red icon, '0' in the Remaining column, '8/27/2024, 3:49 PM' in Expiration, '240827-0001' in Service Call, '8/27/2024' in Date, 'CALL BACK' in Type, 'Flint, Alan' in Technician, '1' in Priority, 'OPEN' in Status, and 'CEDAR-15500 CLEVELAND A...' in Location Name. A right-click context menu is open over the row, showing 'Open Service Call' and 'View Service Call Description Note' options.</p> <p>Below the table is the 'Service Monitor Preferences' dialog box. It contains several dropdown menus: 'Technician' (set to 'Alan Flint'), 'Technician Team', 'Call Type', 'Call Status' (set to 'Open'), 'Service Area', 'Priority', 'USER-DEFINED 1', and 'USER-DEFINED 2'. At the bottom, there are four checkboxes: 'Include Completed' (checked), 'Include Closed', 'Include MCC', and 'Include Quote'. At the very bottom of the dialog are three buttons: 'APPLY', 'CLEAR', and 'CANCEL'.</p>

⁴ <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/471859201/Using+the+Service+Monitor>

Case #	Description
SCHED-1267	<p>We've added a ResetTechStartingLocations (Company DB Name) SQL job to automatically reset technicians' starting locations. This SQL job is added for each company selected during your Schedule 2024 upgrade installation. The SQL job defaults to disabled and you will need to enable this in SQL Server Management Studio (SSMS).</p> <p>The job is set up to run every 8 hours, beginning at midnight. The default run times are midnight, 8 AM, and 4 PM to accommodate three shifts with a two-hour grace period at the end of the shift. The ResetTechStartingLocations job's schedule can be edited. For more information, see Automatically Reset Technician Starting Locations⁵.</p> <p>The ResetTechStartingLocations job does not run during a technician's shift. For example, if a technician's shift is:</p> <ul style="list-style-type: none"> • 7 AM to 3 PM: It is assumed they are working from 7 AM to 5 PM, so the 8 AM and 4 PM running of the job would not reset their starting location but the midnight run would. • 3 PM to 11 PM: It is assumed they are working from 3 PM to 1 AM so the 4 PM and midnight running of the job would not reset their starting location but the 8 AM run would. • 11 PM to 7 AM: It is assumed they are working from 11 PM to 9 AM so the midnight and 8 AM running of the job would not reset their starting location but the 4 PM run would. <p>Click here to view screenshots.</p>  <p>The screenshot shows the SQL Server Object Explorer interface. The tree view is expanded to show the 'Jobs' folder under the 'SQL Server Agent' instance. The job 'ResetTechStartingLocations (TWO)' is highlighted with a blue selection box. Other jobs visible include 'KEY2ACT CDC Cleanup', 'MobileTech two_RESCOXRM cleanup', 'Remove Posted PJOURNALS From All Companies (WENN)', 'Scan For Invalid AD Users and Expired Delegations For All Com', and 'Scan For Overdue Workflow Tasks For All Companies (WENN)'.</p>

⁵ <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/414089255/Automatically+Reset+Technician+Starting+Locations>

Case #	Description
	<p>The screenshot shows the 'Job Properties' dialog for a SQL job named 'ResetTechStartingLocations (TWO)'. The 'General' tab is active. The 'Enabled' checkbox is checked, and a red arrow points to it with the text 'Select to enable the SQL job.' Other fields include Name, Owner (sa), Category ([Uncategorized (Local)]), Description, Connection (Server: devtechwriter02\ws2018, Connection: sa), Source, Created (7/24/2024 2:30:38 PM), Last modified (7/25/2024 2:08:01 PM), and Last executed. The 'Progress' section shows the job is 'Ready'.</p>
<p>SCHED-1284</p>	<p>In the Map View, users can now choose to conceal completed appointments. By default, this feature is set to show completed appointments. To hide completed appointments, click <i>Hide Completed</i>. The button label changes to Show Completed when the completed appointments are hidden. You can add the completed appointments back by selecting <i>Show Completed</i>. See Viewing Appointments on the Map⁶.</p> <p>Click to view screenshot.</p> <p>Completed appointments are currently displayed when the button label is Hide Completed.</p> <p>Completed appointments are hidden when the button label is Show Completed.</p>

⁶ <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104844154/Viewing+Appointments+on+the+Map>

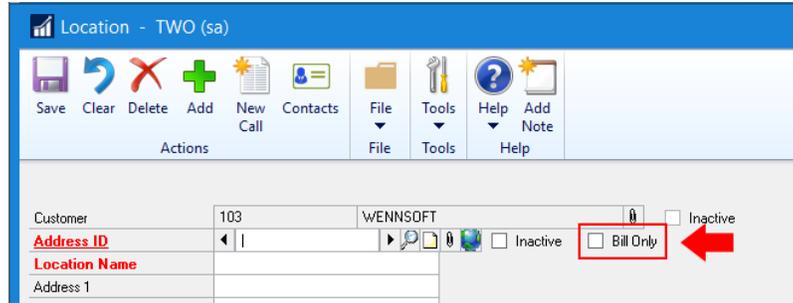
Case #	Description
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SCHED-1387

Bill Only Locations can now be excluded from the Customer Hub. We've added two options that you can use. Locations can be marked as Bill Only in the Signature Location window. (Microsoft Dynamics GP > Cards > Sales > Customers > Location)

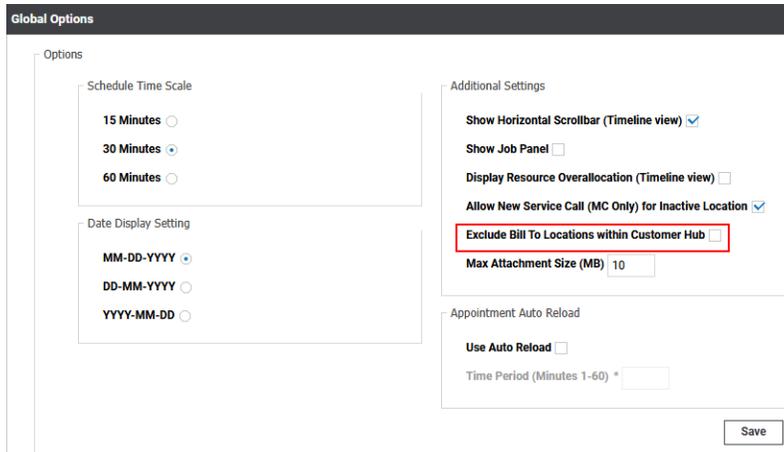
Click to view screenshot.

Mark the Bill Only checkbox on the Location window. (Microsoft Dynamics GP > Cards > Sales > Customers > Location)

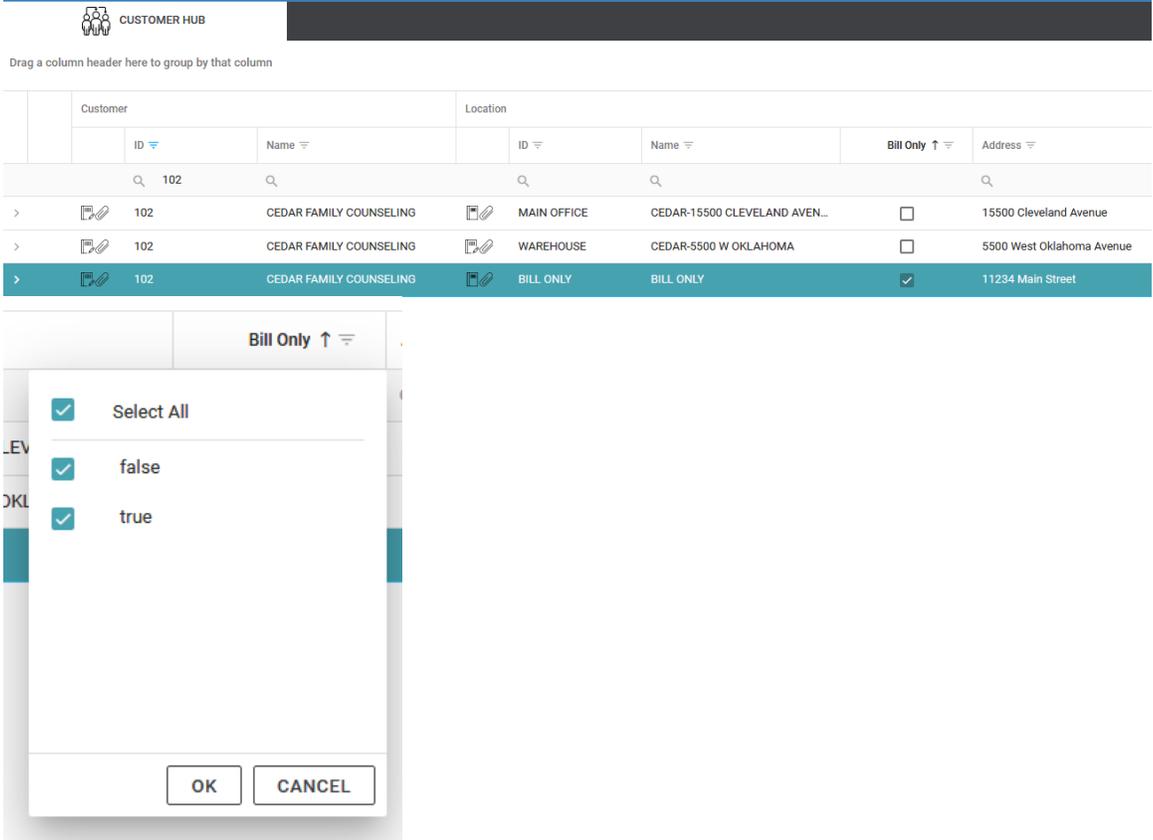


- **Globally:** We've added an **Exclude Bill To Locations within Customer Hub** global setting that when marked, excludes locations marked as Bill Only from the Customer Hub for all users of all companies.

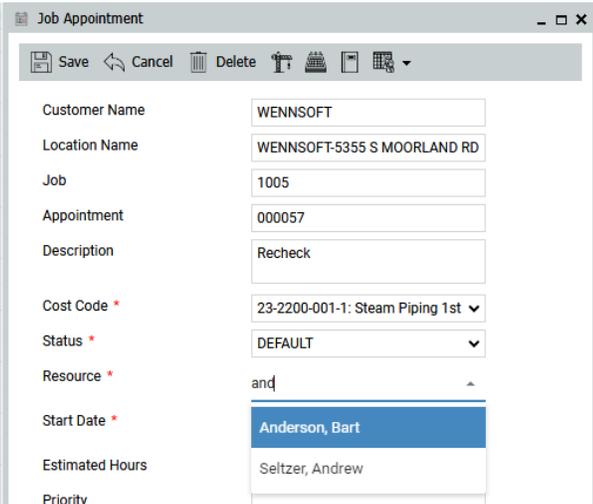
Click to view screenshot.



- **Per User:** We've added a new **Bill Only** column to the Customer Hub. Users can set the Bill Only filter to False to hide Bill Only Locations from their view. This option is available if the global setting is not used. The default setting for this column is to show all locations, both Bill Only and non-Bill Only. The new column starts on the far right in the Customer Hub and can be dragged to a different location. Each row shows a read-only marked checkbox if the location is a Bill Only location.
 - **Select All** (True and False): Displays all locations.
 - **True:** Displays only Bill Only addresses.

Case #	Description
	<ul style="list-style-type: none"> • False: Displays non-Bill Only addresses. Bill Only addresses are hidden. <p>Click to view screenshots.</p>  <p>The screenshot shows a 'CUSTOMER HUB' interface. At the top, there's a header with a group icon and the text 'CUSTOMER HUB'. Below it, a prompt says 'Drag a column header here to group by that column'. A table is displayed with columns for 'Customer' and 'Location'. The 'Customer' column has sub-columns for 'ID' and 'Name'. The 'Location' column has sub-columns for 'ID', 'Name', 'Bill Only', and 'Address'. The 'Bill Only' column is sorted in ascending order. There are three rows of data. The third row is highlighted in blue. A modal dialog is open over the 'Bill Only' column, showing a list of values: 'Select All', 'false', and 'true', all with checked checkboxes. The dialog has 'OK' and 'CANCEL' buttons at the bottom.</p>
SCHED-1388	<p>When using the Find option from the Schedule Board, the Type now defaults to Service Call with the cursor focus in the Service Call ID field so that you can begin typing the service call ID when the Find window opens. See Locating a Record Using Find⁷.</p>

⁷ <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104840912/Locating+a+Record+Using+Find>

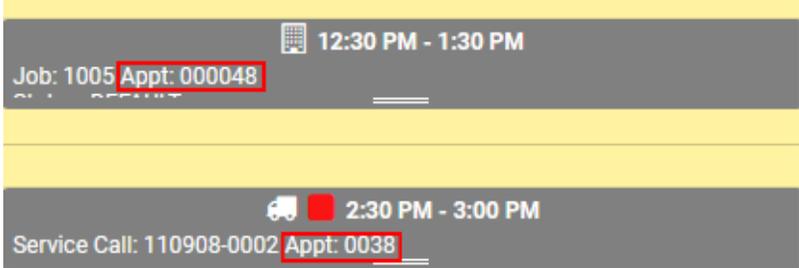
Case #	Description																						
SCHED-1391	<p>For service appointments, job appointments, and service calls, the Resource field now allows you to filter and quickly locate the technician. As you type, the drop-down menu will display names that match the entered characters.</p> <p>Click to view screenshot.</p>  <p>The screenshot shows a 'Job Appointment' window with a toolbar containing 'Save', 'Cancel', 'Delete', and other icons. The form fields are as follows:</p> <table border="1"><tr><td>Customer Name</td><td>WENNSOFT</td></tr><tr><td>Location Name</td><td>WENNSOFT-5355 S MOORLAND RD</td></tr><tr><td>Job</td><td>1005</td></tr><tr><td>Appointment</td><td>000057</td></tr><tr><td>Description</td><td>Recheck</td></tr><tr><td>Cost Code *</td><td>23-2200-001-1: Steam Piping 1st</td></tr><tr><td>Status *</td><td>DEFAULT</td></tr><tr><td>Resource *</td><td>and</td></tr><tr><td>Start Date *</td><td>Anderson, Bart</td></tr><tr><td>Estimated Hours</td><td>Seltzer, Andrew</td></tr><tr><td>Priority</td><td></td></tr></table>	Customer Name	WENNSOFT	Location Name	WENNSOFT-5355 S MOORLAND RD	Job	1005	Appointment	000057	Description	Recheck	Cost Code *	23-2200-001-1: Steam Piping 1st	Status *	DEFAULT	Resource *	and	Start Date *	Anderson, Bart	Estimated Hours	Seltzer, Andrew	Priority	
Customer Name	WENNSOFT																						
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Resource *	and																						
Start Date *	Anderson, Bart																						
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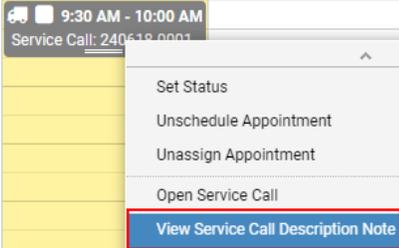
Case #	Description									
SCHEd-1392	<p>You can now set a default value for estimated hours when creating a service appointment or service call, a job appointment, and a technician activity. The Default Appointment Hours option is set up in Schedule Settings. The value automatically populates when a zero-hour appointment is dragged to the schedule board and when using the Appointment Wizard after you select the appointment type. See Setting Up Schedule Configuration⁸.</p> <p>Click to view screenshot.</p> <p>Default Appointment Hours</p> <table border="1"><tr><td>Service Appointment</td><td>0.33</td><td>▲ ▼</td></tr><tr><td>Job Appointment</td><td>0.44</td><td>▲ ▼</td></tr><tr><td>Technician Activity</td><td>0.55</td><td>▲ ▼</td></tr></table>	Service Appointment	0.33	▲ ▼	Job Appointment	0.44	▲ ▼	Technician Activity	0.55	▲ ▼
Service Appointment	0.33	▲ ▼								
Job Appointment	0.44	▲ ▼								
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⁸ <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104841267/Setting+Up+Schedule+Configuration>

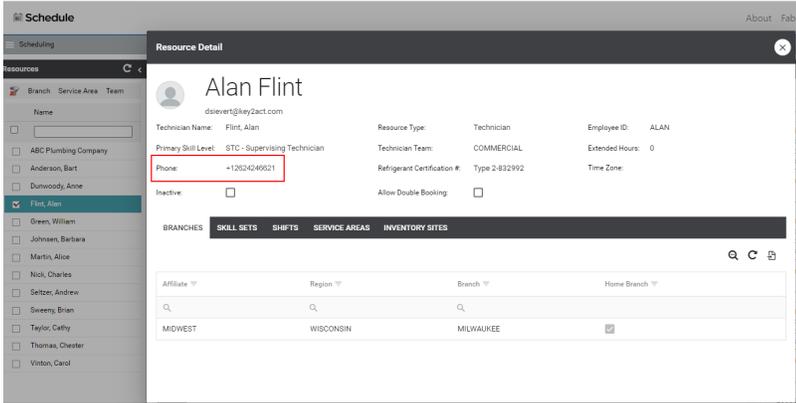
Case #	Description
SCHED-1393	<p>Icons can now be displayed for service call types on the Map View in the Configuration section in Schedule Settings. Icon images and names can be found at https://fontawesome.com/v4/icons/. Enter the name exactly as it is displayed. For example, for a handshake icon, enter <i>handshake-o</i>. The colors for each icon can be set up in the Service Call Icon Colors section. You will need to select <i>Use Service Call Type</i>.</p>
SCHED-1394	<p>Colors can now be assigned to each technician so that their icons display by color on the map. The colors are assigned in Schedule Settings in the Colors section.</p> <p>In the example below, Alan Flint was assigned a different color. The default color for all employees is bright orange (#ef6b25). You can edit the color by selecting the color field and then enter the hex code, HSL (hue, saturation, and luminosity), or RBG (red, blue, green) values or you can select a color in the chart. See Setting Up Schedule Colors⁹.</p> <p>Click to view screenshot.</p>  <p>The screenshot shows a map view with four technician icons. Each icon consists of a small truck icon above the technician's name. ANDY, ANNE, and CHARLEY have orange icons, while ALAN has a blue icon.</p>

⁹ <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104841293/Setting+Up+Schedule+Colors>

Case #	Description
<p>SCHED-1465</p>	<p>The service and job appointment IDs have been relocated to appear to the right of the job or service call ID in the tooltip for appointments on the schedule board.</p> <p>Appointment IDs are now visible on the service and job appointments displayed on the schedule board, as long as the column width is sufficient to show them on a single line.</p> <p>Click to view screenshots.</p> <p>  2:30 PM - 3:00 PM Service Call: 110908-0002 Appt: 0038 Call Type: EMERGENCY Status: DEFAULT Estimated Hours: 0.5 Customer: ACCURATE PRINTING Location: ACCURATE-12500 CLEVELAND AVE</p> <p> 12:30 PM - 1:30 PM Job: 1005 Appt: 000048 Status: DEFAULT Estimated Hours: 1 Customer: WENNSOFT Location: WENNSOFT-5355 S MOORLAND RD</p>  <p>The screenshot shows a schedule board with two appointment rows. The top row is for a job appointment: 'Job: 1005 Appt: 000048' with a time of '12:30 PM - 1:30 PM'. The bottom row is for a service call appointment: 'Service Call: 110908-0002 Appt: 0038' with a time of '2:30 PM - 3:00 PM'. In both rows, the appointment ID is highlighted with a red box.</p>

Case #	Description
SCHEd-1516	<p>The Service Call Description Note window is now accessible if a note has been added to the service call via the context menu. If a note does not exist, a message displays indicating that there isn't a note.</p> <ul style="list-style-type: none">• Right-click on the service appointment and select <i>View Service Call Description Note</i>.<ul style="list-style-type: none">• Schedule Board• Unassigned/Unscheduled Grid• Customer Hub Open Appointments Grid• Right-click on the service call and select <i>View Service Call Description Note</i>.<ul style="list-style-type: none">• Customer Hub Service Calls Grid <p>Click to view screenshot.</p>  <p>The screenshot shows a context menu overlaid on a yellow appointment card. The appointment card header displays a truck icon, a clock icon, and the time '9:30 AM - 10:00 AM'. Below the time, it says 'Service Call: 240619-0001'. The context menu has a light gray background and contains five items: 'Set Status', 'Unschedule Appointment', 'Unassign Appointment', 'Open Service Call', and 'View Service Call Description Note'. The last item is highlighted with a blue background and a red border.</p>
SCHEd-1571	<p>Users can now view ALL cost codes for a job in the Job Details section of the Customer Hub. Previously only labor cost codes were displayed. See Viewing the Jobs Tab¹⁰.</p>
SCHEd-1572	<p>We've removed the unused time field from the Service Call Tasks window. Signature and MobileTech do not record the time.</p>
SCHEd-1583	<p>The Service Area drop-downs in the Resources and Appointment Wizard windows now display the Service Area Description. Previously, the Resource drop-down displayed the Service Area ID and the Appointment Wizard drop-down displayed the Service Area Description.</p>

¹⁰ <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104844090/Viewing+the+Jobs+Tab>

Case #	Description								
<p>SCHED-1605</p>	<p>We've added an Equipment ID search type to the Find window on the Customer Hub when searching for a location contact. See Locating a Record Using Find¹¹.</p> <p>Click here to view screenshot.</p>  <p>The screenshot shows a 'Find' window with a dropdown menu for 'Find Type'. The options are 'Contact Name', 'Equipment', 'Maintenance Contract', and 'Phone Number'. The 'Equipment' option is highlighted with a red box.</p>								
<p>SCHED-1680</p>	<p>The technician's telephone number has been added to their Resource Detail window accessed from the Resources list on the Schedule Board. See Viewing Resource Details¹².</p> <p>Click to view screenshot.</p>  <p>The screenshot shows the 'Resource Detail' window for Alan Flint. The 'Phone' field is highlighted with a red box and contains the number '+12624246021'. Other fields include 'Technician Name', 'Resource Type', 'Employee ID', 'Primary Skill Level', 'Technician Team', 'Refrigerant Certification #', 'Inactive', and 'Allow Double Booking'. Below the fields are tabs for 'BRANCHES', 'SKILL SETS', 'SHIFTS', 'SERVICE AREAS', and 'INVENTORY SITES'. The 'BRANCHES' tab is active, showing a table with columns for 'Affiliate', 'Region', 'Branch', and 'Home Branch'.</p> <table border="1" data-bbox="496 1209 1127 1276"> <thead> <tr> <th>Affiliate</th> <th>Region</th> <th>Branch</th> <th>Home Branch</th> </tr> </thead> <tbody> <tr> <td>MIDWEST</td> <td>WISCONSIN</td> <td>MILWAUKEE</td> <td><input checked="" type="checkbox"/></td> </tr> </tbody> </table>	Affiliate	Region	Branch	Home Branch	MIDWEST	WISCONSIN	MILWAUKEE	<input checked="" type="checkbox"/>
Affiliate	Region	Branch	Home Branch						
MIDWEST	WISCONSIN	MILWAUKEE	<input checked="" type="checkbox"/>						

¹¹ <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104840912/Locating+a+Record+Using+Find>

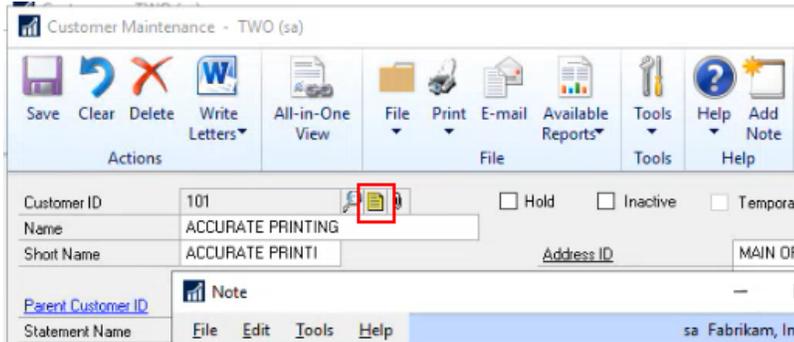
¹² <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104843347/Viewing+Resource+Details>

Case #	Description
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SCHED-1704

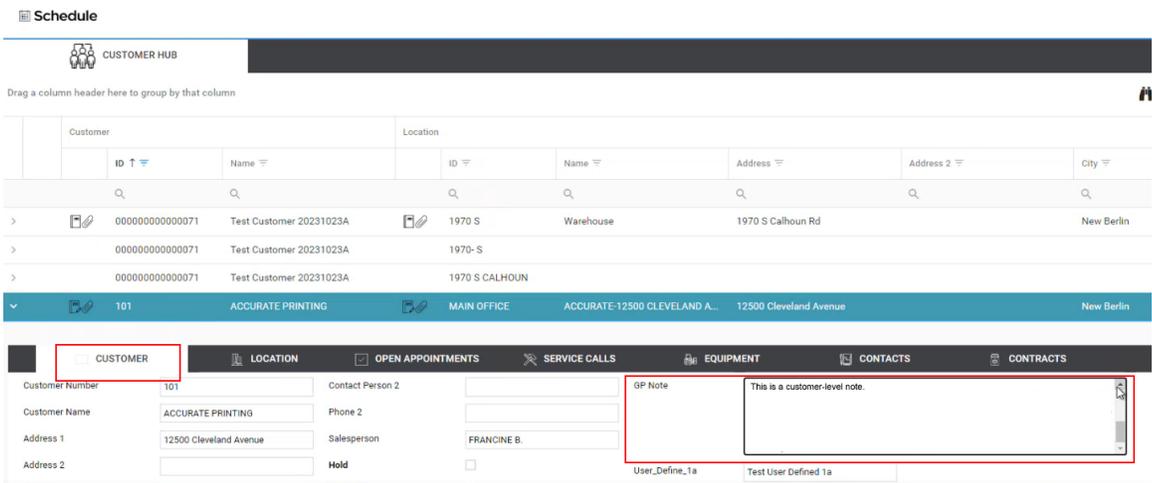
From the Customer Hub, users can now see notes added at the Customer level in Signature. The notes cannot be added or edited in Schedule. The examples below are for the customer level note.

Click to view screenshot.



In Schedule, the note displays on the Customer tab in the Customer Hub. This note is display-only.

Click to view screenshot.

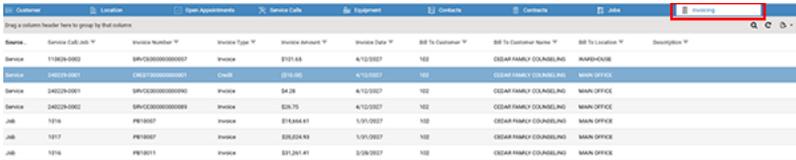
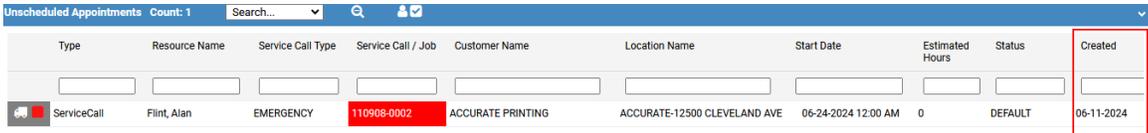


Case #	Description
<p>SCHED-1715</p>	<p>ALL service appointments can no longer be deleted on a service call in Schedule. A service call must have at least one appointment, which is the same functionality in Signature.</p> <ul style="list-style-type: none"> In the Related Appointments window, if a user attempts to delete all appointments, a message displays that prevents the user from proceeding. The user is returned to the Related Appointments window where they can select one or more appointments and delete provided that at least one appointment remains. On the Appointments window: <ul style="list-style-type: none"> If more than one appointment is assigned to a service call, the Delete button is visible and the appointment can be deleted. If viewing the only appointment for the service call, the Delete button is not visible. <p>See Delete a Block of Appointments¹³ and Viewing/Editing Service Appointment Details¹⁴.</p>
<p>SCHED-1781, SCHED-1899</p>	<p>The global Show Job Panel setup option from the User Settings tab can now be overridden by a user in their User Profile. See Accessing Your Profile and User Settings¹⁵.</p> <p>Examples of the user's ability to override:</p> <ul style="list-style-type: none"> The Job Panel is displayed in Schedule: <ul style="list-style-type: none"> If the global setting Show Job Panel is marked and the user does not change anything in their User Settings. If the global setting Show Job Panel is not marked and the user marks Show Job Panel in their User Settings. The Job Panel is not displayed in Schedule if the global setting Show Job Panel is marked and the user unmarks Show Job Panel in their User Settings. <div data-bbox="344 1104 1495 1371" style="background-color: #e6e6ff; padding: 10px; margin-top: 10px;"> <p> Notes</p> <ul style="list-style-type: none"> The Use Job Panel option displays if Signature Job Cost is registered. (Global Settings and User Profile windows.) For Use Job Panel option in the User Profile window, the user role must have access to job appointments. (Administration > User Roles) </div>
<p>SCHED-1865</p>	<p>When creating a service call, we are now checking the Service Location to verify the Purchase Order Required option is marked in Signature. If marked, the Customer PO field is required in the Service Call window for all call types except MC. This matches Signature's Service Management functionality.</p>

¹³ <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104843216/Delete+a+Block+of+Appointments>

¹⁴ <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104842463/Working+With+Service+Appointment+Details>

¹⁵ <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104840975/Accessing+Your+Profile+and+User+Settings>

Case #	Description
<p>SCHED-1885</p>	<p>Users can now view historical (posted) invoices and credit memos for a customer location. The service call or job associated with the invoice can be viewed from a context-sensitive menu. The Invoicing tab is available if the Schedule user role has the View option marked for Invoicing. The user will also need security access to the Invoice Inquiry window in Signature. For more information, see Viewing the Invoicing Tab¹⁶.</p> <p>Click to view screenshot.</p> 
<p>SCHED-1914</p>	<p>In the Unscheduled grid, users can now see the appointment's Created date.</p> <p>Click here to view screenshot.</p> 
<p>SCHED-1919</p>	<p>You can now use Azure Maps with Map View. To use Azure Maps, you must create an Azure Maps account. See Azure Maps Account Access Subscription Key Start Free (microsoft.com)¹⁷. For information about accessing your Azure Maps key, see Additional Installation Information¹⁸ and for information about setting up Map View, see Setting Up Mapping Options¹⁹.</p> <p>With Microsoft's announcement that they will be deprecating Bing Maps, users can use either Azure Maps or Google Maps to continue using Map View in Schedule.</p>
<p>SCHED-1989</p>	<p>Starting with the Signature 2024 release, we've added the ability to prevent new service calls from being created for on hold customers in Signature and Schedule.</p> <p>The setup for this is done entirely in Signature. You can designate certain users who can bypass this to create a service call if necessary. The new Authorize specific users to add new calls for customer hold setup option works with the Stop-and-Go Lights setup option in the Service Options window and a new</p>

16 <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/424148996/Viewing+the+Invoicing+Tab>

17 <https://www.microsoft.com/en-us/maps/azure/get-started?msocid=15d20711541e6a84066e149b55606bcf>

18 <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104840448/Additional+Installation+Information>

19 <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104841412/Setting+Up+Mapping+Options>

Case #	Description
	<p>security task ID that must be assigned to the user role. In Signature documentation, see Choosing Service Options²⁰ and Set up Security and Grant User Access²¹.</p> <ul style="list-style-type: none"> • New Setup Option: A new Authorize specific users to add new calls for customer hold setup option. This option is available when the Use Stop-and-Go Lights "If Red" options of No Warning or Display Warning are marked. If the Disable New Call Button option is marked for Use Stop-and-Go Lights, the new "Authorize" option is disabled and no user can create a service call for a customer who is on hold. • New Security Task ID: A new ADMIN_WSSMS_OVERRIDE_STOP security task ID has been created that allows users with this security task ID assigned to their user role to create a new service call for customers on hold. This security task ID has been added to the WENNSOFT SMS POWERUSER role and can be added to any other user role. Security tasks are assigned to security roles in the Security Roles Setup window. (Microsoft Dynamics GP > Tools > Setup > System > Security Roles). • Messages: With this new feature, when a user selects New Service Call in Schedule for a customer on hold, one of the following messages is displayed. (For information on how a service call is created in Schedule, see Creating a Service Call²².) <ul style="list-style-type: none"> • Those who do not have the security task ID will receive a message they do not have the necessary security privileges to create a new call. • Those with the security task ID will receive a warning message indicating the customer is on hold but asks if they still want to create a service call and displays Yes/No buttons.
<p>SCHED-2208</p>	<p>Starting with the Signature 2024 release, you can store attachments to Azure Cloud Storage (either WennSoft-hosted or self-hosted). Once you've set up Azure Cloud Storage in Signature, your Schedule attachments will also use Azure Cloud storage. For more information, see the Signature 2024 What's New document.</p>

²⁰ <https://wennsoft.atlassian.net/wiki/spaces/sms2024/pages/104826918/Choosing+Service+Options>

²¹ <https://wennsoft.atlassian.net/wiki/spaces/sms2024/pages/104825122/Set+up+Security+and+Grant+User+Access>

²² <https://wennsoft.atlassian.net/wiki/spaces/sched2024/pages/104842766/Creating+a+Service+Call>