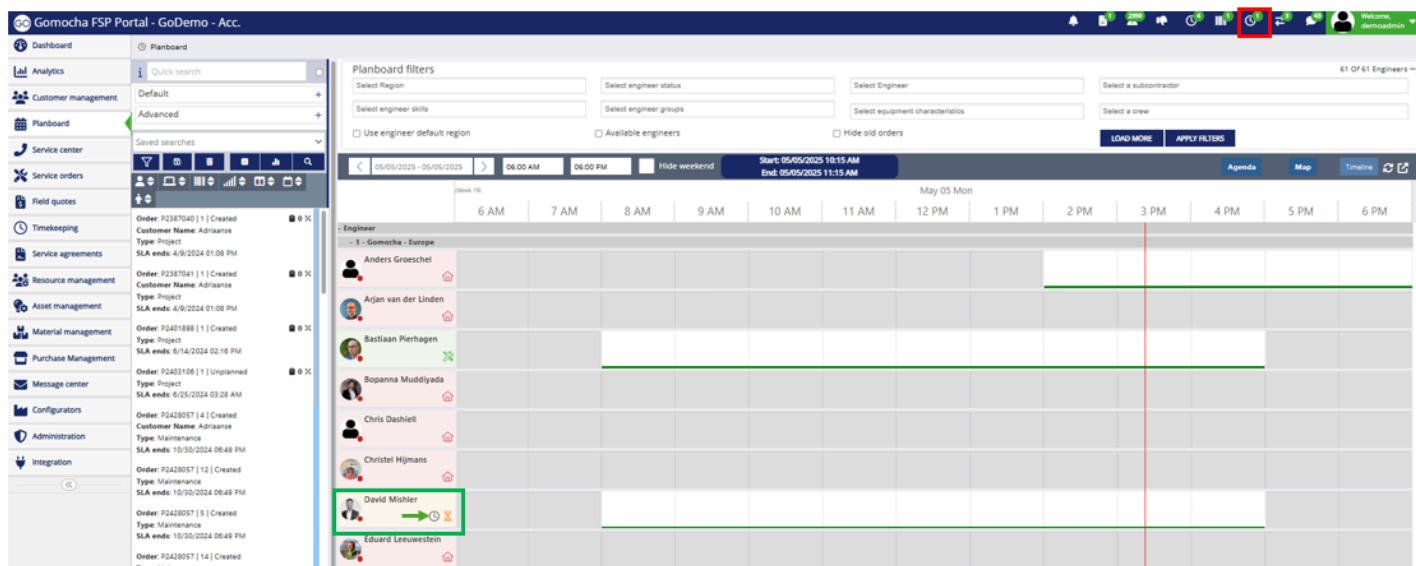


Engineer Idle Time Status Indicator

Last updated by | David Mishler Gomocho | May 5, 2025 at 3:32 PM GMT+2



Engineer Idle Time Status Indicator



Description

With Gomocho FSP planners can now see **exactly which technicians have capacity today** to take on extra work—eliminating bottlenecks and maximizing productivity.

The FMP360 Portal now includes an automated feature that displays when a technician is idle—specifically, when they have no remaining planned orders for the day. This visibility empowers planners to identify available resources in real time and make informed scheduling decisions. The idle status triggers automatically, and the idle time threshold can be easily adjusted to suit operational needs.

Value

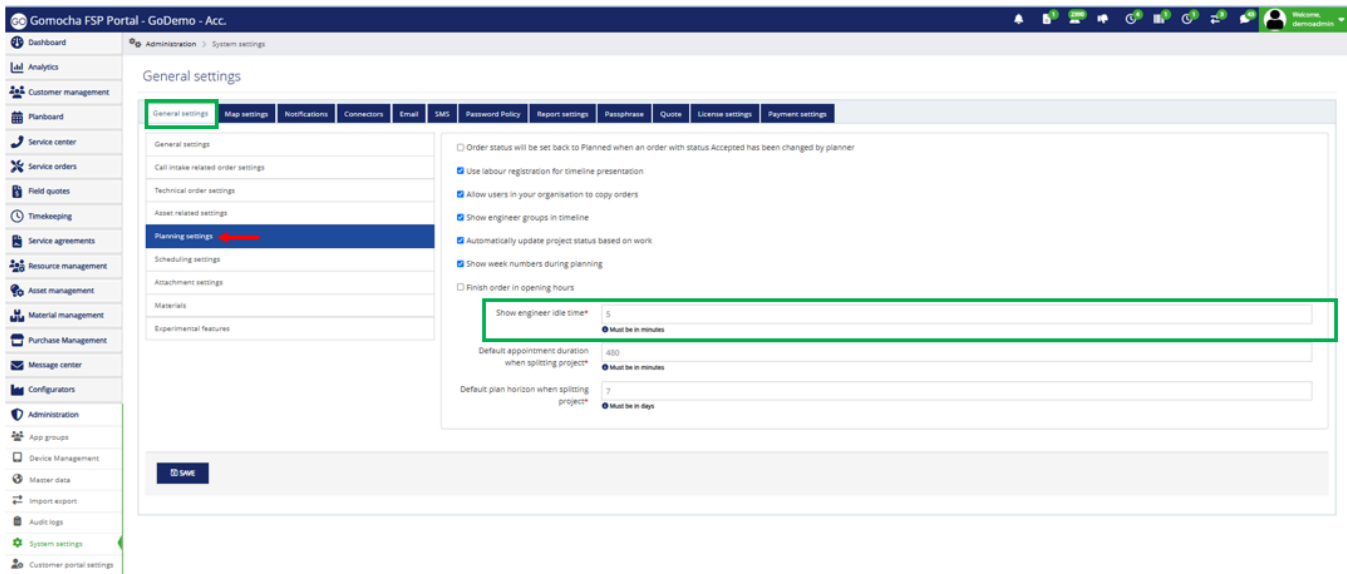
Maximize Workforce Efficiency with Real-Time Technician Capacity Visibility

- **Optimize scheduling on the fly** – Assign jobs faster with real-time visibility into technician availability.
- **Reduce downtime & travel costs**– Dispatch the closest, most qualified tech for last-minute jobs.
- **Balance workloads fairly** – Prevent overloading while keeping teams productive.
- **Boost customer satisfaction** – Faster response times mean happier customers.

Configuration

System Settings

- Adjust engineer idle time to preferred lapse time
- **Administration > System Settings > General Settings > Planning Settings > Adjust engineer idle time as needed > Save**



User(s)

- Enable "Track Idle Time" on User profiles
- **Administration > Users > Edit/Create User > Engineer Data Group > Enable 'Track idle time for current day?' > Save**

Engineer data

Current engineer group *

Default

Default region

Select Region...

Current skills

Test Skill x

User types

Select

Track idle time for current day?

Activity Types

- Idle time can be enabled/disabled for specific activity types
- **Administration > Master Data > Activity Type > Enable/Disable 'Ignore for idle time calculation' > Save**

The screenshot shows a configuration page with several settings. A red box highlights the checkbox labeled 'Ignore for idle time calculation', which is currently unchecked. Other settings include 'Add to scheduler' (checked), 'Track labour on project' (unchecked), 'Send create order to back office' (checked), 'Send debrief to Back Office' (checked), 'Send work order debrief to Back Office' (checked), 'Use engineer address' (unchecked), and 'Predefined address' (set to '-'). At the bottom, there is an option to 'Update project task status when project appointment is updated' (unchecked).

Output

- When the idle time threshold is reached, Planners will receive a notification at the top of the screen in the **Engineer Idle Time** notification tab, represented by a **clock**. This alert will display the name(s) of any idle engineer(s).
- Additionally, a **flashing clock** icon next to each name to indicate their idle status.
- To clear the notifications, planners can **click the icon next to the engineer's name** or clear from the **Engineer Idle Time** notification tab.

The screenshot shows the Gomocha FSP Portal interface. A notification for 'David Mühler' is highlighted with a green box, indicating an idle time event. The notification includes a clock icon and a red 'X' icon. The main interface displays a dashboard with various filters and a Gantt chart showing the schedules of several engineers: Anders Groeschel, Arjan van der Linden, Bastiaan Pierhagen, Bopanna Muddiyada, Chris Dashiell, Christel Hijmans, David Mühler, and Eduard Leeuwstein. The Gantt chart shows their active periods from 6 AM to 6 PM on May 05, 2025.

