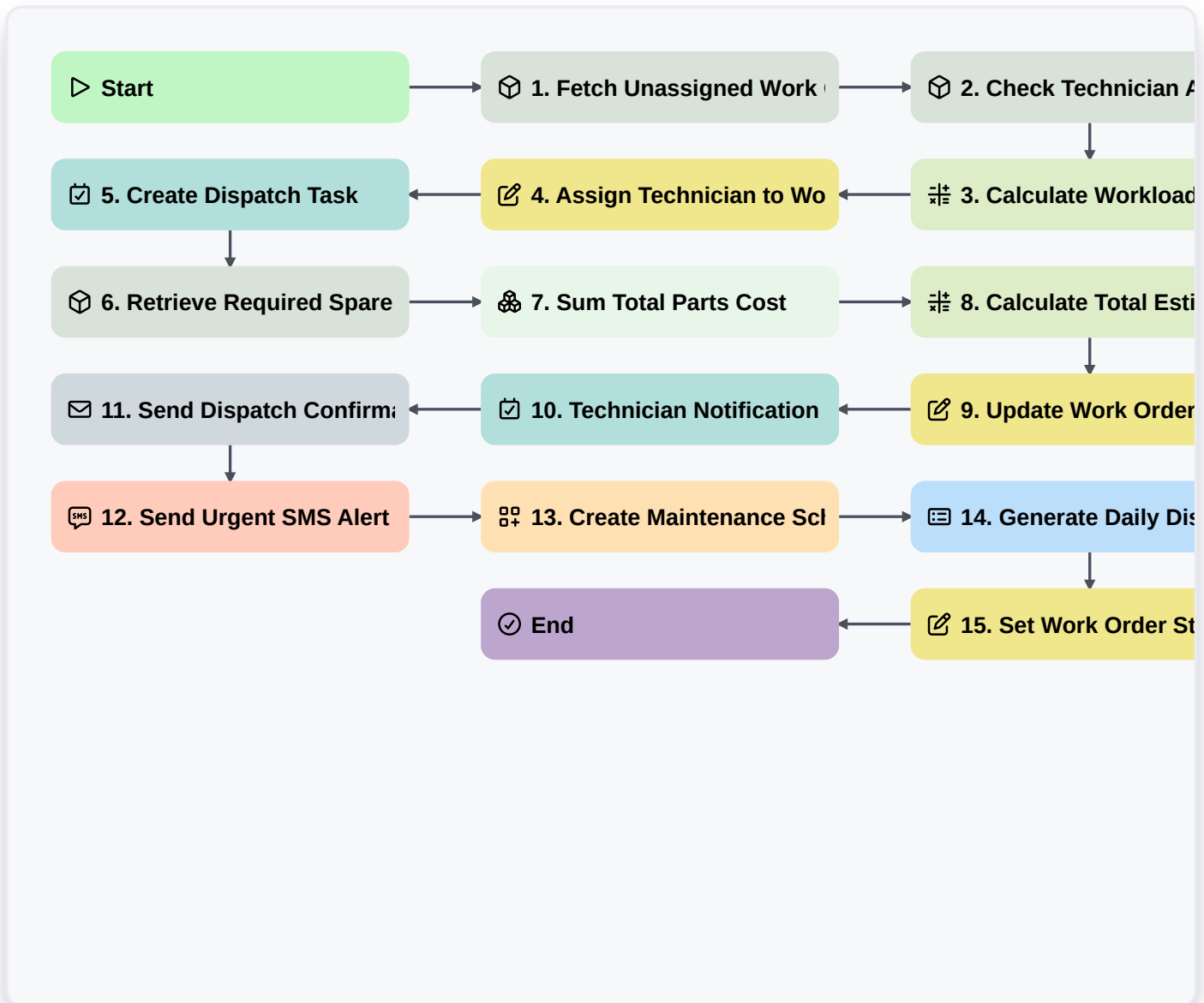


Maintenance Work Order Dispatch Process



Start

Start of the Workflow/Process.

1. Fetch Unassigned Work Orders

Retrieve all entries from the Work Order data model where status is 'New' and 'Assigned User' is empty.

2. Check Technician Availability

Fetch entries from the User data model to identify technicians currently marked as 'Active' and 'On Duty'.

3. Calculate Workload Score

Calculate a priority score based on the urgency of the work order and the current number of active tasks assigned to a technician.

4. Assign Technician to Work Order

Update the Work Order entry to populate the 'Assigned Technician' field with the selected user's ID.

5. Create Dispatch Task

Create a task for the Maintenance Manager to review the newly assigned work order and confirm parts availability.

6. Retrieve Required Spare Parts

Get all related entries from the Inventory/Parts data model linked to the specific Work Order requirements.



7. Sum Total Parts Cost

Aggregate the 'Unit Price' property of all retrieved spare parts entries to calculate the total estimated repair cost.

8. Calculate Total Estimated Repair Cost

Add the 'Parts Cost' to the 'Estimated Labor Cost' field to determine the total budget impact.

9. Update Work Order Budget

Update the Work Order entry with the newly calculated Total Estimated Repair Cost.

10. Technician Notification Task

Create a task for the assigned Technician containing the Work Order details and the required parts list.

11. Send Dispatch Confirmation Email

Send an email to the Technician and the Requester notifying them that the work order has been dispatched and assigned.

12. Send Urgent SMS Alert

Send an SMS to the Technician if the Work Order priority is flagged as 'Emergency'.

13. Create Maintenance Schedule Entry

Create a new entry in the Maintenance Schedule data model to block out the technician's calendar for the estimated duration.

14. Generate Daily Dispatch Summary

Create a report summarizing all work orders dispatched during this process run, including total cost and technician assignment.

15. Set Work Order Status to 'In Progress'

Update the Work Order entry status to 'In Progress' once the dispatch task is completed.

End

End of the Workflow/Process.