



Service Dispatch Reassign Technicians

November 2017

Purpose

This document will address how to use the Ascente / Service / Periodic / *Reassign Technicians* program.

Overview

Many companies want to delete technician when they leave their company. The primary issue was that Ascente will not allow the technician record to be deleted if the record is referenced in other database tables. There are 20 other tables that can reference a technician and there could be hundreds of records in each of these 20 tables that can reference the technician you want to delete. This is a considerable amount of work.

The Reassign Technicians program was created to address this issue. This program will change all the technician references in all the referenced tables and records to a now reference a different technician. Once the references to the technician you want to delete are changed to reference a different technician, you can then delete the technician record.

It is important to understand that the technician code is saved in the ServiceOrderHist table. This is important because you will still have a record of who the technician was that did the work even after the technician record is deleted from the Tech table.

Technician Referenced Tables

- Employee
- GPSDevice
- Jobsite
- JobsiteContractDefaults
- JobsiteContractService
- MobileOptions
- PageGroupMember
- Quote
- Schedule
- Branch
- ccCellCarrier
- LaborGrade
- Supervisor
- SysPageProtocol
- Zone
- TechCommissionRate
- ServiceOrder
- ServiceOrderType
- WorkOrder
- WorkOrderLine

Operations

1. Create a new technician record to be used to reassign all the records in the tables too. This is done using the Ascente / Maintenance / Technician program.

Technician Maintenance

Technician:

General | Tech Log | Scheduling

Technician

Name: Billy Bob

Service: ☒

Branch: California

Zone: Orange County

Location: 1 California Shop

Labor Grade: H

Supervisor: (None)

Page Protocol: (None)

Phone Number:

Cell Carrier: (None)

Email:

Mobile

Mobile User: ☐ Vendor Class:

Next PO Number:

Email Timecard To:

Service Order Types

Assign All Types: ☐

Service	Assigned
Air Conditioning	<input type="checkbox"/>
Heating	<input type="checkbox"/>
Maint - Billing	<input type="checkbox"/>
Maintenance	<input type="checkbox"/>
Plumbing	<input type="checkbox"/>
Quote	<input type="checkbox"/>

Commission Percentage

Bill Type	Comm %

Changed: sa 11/1/2017 2:14:41 PM

11/1/2017 2:17 PM

Figure 1: This tech is used only for the 'Reassign' function.

2. Run the Ascente / Service Dispatch / Periodic / Reassign Technician program.
3. Enter the technician to be deleted/reassigned in the 'Old Technician' field
4. Enter the technician to be assigned in the 'Old Technician' field.
5. Check the 'Update SO's Only' if you only want to reassign the service order records and not all of the references in the other tables.

Reassign Technician

Select

Old Technician	New Technician	Update SO's Only
John Connor	ReassignTech	<input checked="" type="checkbox"/>

Update

11/1/2017 2:23 PM

Figure 2: Reassign Technician Program

6. Click on the [Update] button to reassign the referenced records from the 'Old Technician' to now reference the 'New Technician'.

You should now be able to delete the technician record.