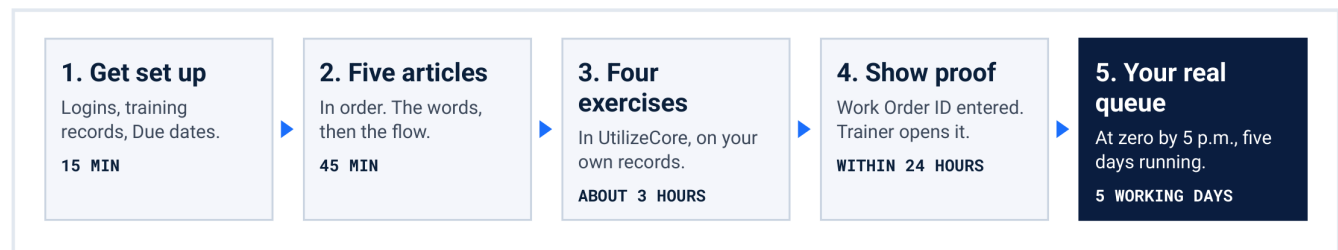


Dispatcher *Training Path.*

Five articles, four exercises in UtilizeCore, then one live week. When you finish, you run a dispatch queue on your own.

Applies to: Dispatchers, coordinators, Work Order Managers



Three people get you *ready.*

WHO	HAS IT READY	CHECK
You	Platform invite accepted (Log In for the First Time). One login for the web and the UtilizeCore Mobile App. UtilizeCore Basics read.	You can sign in to both.
Internal UC Admin	TRAINING Client, Site, Service, Vendor (priority 1).	The Vendor shows first on a Trip.
UtilizeCore Technical Account Lead	Your board row, Due dates, the Vendor login, and your company's lifecycle and ownership chart.	You can see your assigned work in your training plan.

Five articles, *in this order.*

#	ARTICLE	WHAT YOU TAKE FROM IT
1	How a Work Order Moves	The seven phases and who owns each one.
2	Action Filters	You own a status, not a pile. The standard is zero.
3	Trip Status and Pin Legend	Every pin color and what to do about it.
4	From Intake to the Field	A service request to a Trip on a technician's phone.
5	Dispatcher Day	Your day in order. Print it and keep it at your desk.

Four exercises. *Your hands on the keyboard.*

EXERCISE	YOU DO	DONE WHEN	TIME
1 · Run a full cycle How a Work Order Moves	One Work Order end to end: dispatch, accept as the Vendor, check in and out, verify, invoice.	A verified Trip and a Draft Receivable.	45 min
2 · Intake to dispatch From Intake to the Field	New Work Order, priority Vendor, dates in order, SAVE & DISPATCH.	Blue pin. Dates run Work Order Close, Trip Expiration, ETC, ETA.	30 min
3 · Daily queue and exceptions Dispatcher Day	Save a template. Clear four planted exceptions: past ETA, no checkout, Never Arrived, Must Return.	Each cleared with the right action, no status changed by hand.	60 min
4 · Verify and hand off Managing a Work Order: The Basics	Verify from the Verify Trips Action Filter. Add a return visit with + TRIP.	Return visit on the same Work Order, not a new one.	30 min

Show proof. Name each record exactly as your board row says, your name at the end (**TRAINING Dispatcher 1 - Sam Rivera**). Type its Work Order ID into Proof and answer the three questions. Your trainer opens it within 24 hours. **No proof, no next exercise.** Snow accounts add the Test Storm exercise ([Storm Day](#)).

What you can do *on your own.*

YOU CAN NOW	PROVEN IN
Explain a Work Order, a Trip and a Visit	Exercise 1
Dispatch a Trip with the dates in order	Exercise 2
Start the day from the Action Filters; fix a failed Trip the right way	Exercise 3
Verify a Trip, hand it to finance, send a Vendor back with + TRIP	Exercise 4
Get help: help center, support request	Read

Your real queue, *five days.*

EVERY DAY BY 5 P.M.	TRAINER CHECKS
Schedule and Operations Failure at zero	Or each row left has a note dated today
Verify Trips cleared	Nothing of yours from yesterday
No Trip saved without dispatch	Nothing Not Dispatched past 24 hours
Done	Four proofs opened, five clean days in a row

Questions? Contact your Customer Success team or email support@utilizecore.com.