



Support Centre Prime Ecosystem

Updated 27.10.22

Prime Support Centre – Appointments/Video Assessing

Prime Instructions | Appointments/Video Assessing – How To Create A Repeat Schedule For An Appointment

1. Book required Appointment through the job in Prime as normal.

DC460 240 Waterworks Rd, Ashgrove, QLD, 4060 (Brisbane Metro)

Some Client | 123 | 1 Linked Job

Works in Progress Open

Sensitive Home Uninhabitable

Propose Appointment Book Appointment

Share

Search

1 Filter Selected

Show Proposed Appointments

Show Linked Job Appointments

Booked for

Date

Appointment Status

Appointment Type

Appointment Type

27th Jul 2021 Assessment Booked on 27th Jul, 2021 11:52 am for Akeem Carroll 240 Waterworks Rd, Ashgrove, QLD, 4060 9:00 am 11:00 am Attend site to assess water damage. Any additional information can be added here. Completed DC460

27th Jul 2021 Assessment Booked on 27th Jul, 2021 11:53 am for Akeem Carroll 240 Waterworks Rd, Ashgrove, QLD, 4060 1:00 pm 3:00 pm Attend site to assess water damage. Any additional information can be added here. Completed DC460

28th Jul 2021 Assessment Booked on 28th Jul, 2021 8:52 am for Alyson Harris 240 Waterworks Rd, Ashgrove, QLD, 4060 9:52 am 10:52 am Test appointment Completed DC460

9th Sep 2021 Assessment Booked on 9th Sep, 2021 12:42 pm for Alyson Harris 240 Waterworks Rd, Ashgrove, QLD, 4060 1:41 pm 2:41 pm test DC460

DC460 240 Waterworks Rd, Ashgrove, QLD, 4060 (Brisbane Metro)

Some Client | 123 | 1 Linked Job

Works in Progress Open

Sensitive Home Uninhabitable

Also Update Assigned To Be This User

Also Update Supervisor To Be This User

Also Update Estimator To Be This User

Book For (Secondary)

Book For (Secondary)

Date

Date

Today | +1 Day | -1 Day | +1 Week | -1 Week | +1 Month | -1 Month

Morning Block Afternoon Block

Start

Start

Now | +15 Min | -15 Min | +1 Hour | -1 Hour | Nearest Hour

End

End

Now | +15 Min | -15 Min | +1 Hour | -1 Hour | Nearest Hour

Appointment Status

New

Appointment Type

Appointment Type

Note

Note

Cancel Save

3. Fill in Appointment details and Save

DC460 240 Waterworks Rd, Ashgrove, QLD, 4060 (Brisbane Metro)

Some Client | 123 | 1 Linked Job

Works In Progress **Open**

Sensitive Home Uninhabitable

Propose Appointment Book Appointment

Appointments

Share Proposed Appointments

Search

1 Filter Selected

Show Proposed Appointments

Show Linked Job Appointments

Booked for: [dropdown]

Date: [calendar]

Appointment Status: [dropdown]

Appointment Type: [dropdown]

27th Jul 2021 **Assessment** DC460
 Booked on 27th Jul, 2021 11:52 am for Akeem Carroll
 240 Waterworks Rd, Ashgrove, QLD, 4060
 9:00 am - 11:00 am
 Attend site to assess water damage. Any additional information can be added here
 Completed

27th Jul 2021 **Assessment** DC460
 Booked on 27th Jul, 2021 11:53 am for Akeem Carroll
 240 Waterworks Rd, Ashgrove, QLD, 4060
 1:00 pm - 3:00 pm
 Attend site to assess water damage. Any additional information can be added here
 Completed

28th Jul 2021 **Assessment** DC460
 Booked on 28th Jul, 2021 8:52 am for Alyson Harris
 240 Waterworks Rd, Ashgrove, QLD, 4060
 9:52 am - 10:52 am
 Test appointment
 Completed

9th Sep 2021 **Assessment** DC460
 Booked on 9th Sep, 2021 12:42 pm for Alyson Harris
 240 Waterworks Rd, Ashgrove, QLD, 4060
 1:41 pm - 2:41 pm
 test

Click on Appointment

DC460 240 Waterworks Rd, Ashgrove, QLD, 4060 (Brisbane Metro)

Some Client | 123 | 1 Linked Job

Works In Progress **Open**

Sensitive Home Uninhabitable

Go Back

Share Appointment Details

This is not linked to a video meeting

There is no repeat schedule set

Create Meeting

Appointment

Book For (Primary)* Alyson Harris

Also Update Assigned To Be This User

Also Update Supervisor To Be This User

Also Update Estimator To Be This User

Book For (Secondary)*

Date* 9 Sep, 2021

Start* 01:41 PM

End* 02:41 PM

9th Sep 2021 Alyson Harris

6 am

7 am

8 am

9 am

10 am

11 am

12 pm

1 pm

2 pm

3 pm

4 pm

Appointment | DC460
 240 Waterworks Rd,

Original appointment details

Create repeat schedule here

4. Complete the fields to repeat the appointment as required – days, weeks, months, years. You can also set when you need the schedule to end. Then click the Update button.

Some Client | 123 1 Linked Job

Summary

- Customer: Scott Harris
- Preferred Number: 0400111222
- Email: No Email
- Site: 240 Waterworks Rd, Ashgrove, QLD, 4060
- Client: Some Client
- Assigned: Alyson Harris
- Case Manager: Alyson Harris
- Supervisor: Alyson Harris
- Estimator: N/A

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- Appointments**
- Forms
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Appointments

Share Appointment Details

This is not linked to a video meeting

Repeat Every: 1 Weeks

Schedule Type: From Completed Date

Run Schedule Until (Last Day): Today

Active

Update Cancel

Complete fields (arrow pointing to 'Run Schedule Until')

Click Update (arrow pointing to 'Update')

Appointment

Book For (Primary): Alyson Harris

Also Update Assigned To Be This User

Also Update Supervisor To Be This User

Also Update Estimator To Be This User

Book For (Secondary):

Date: 9 Sep, 2021

9th Sep 2021	Alyson Harris
6 am	
7 am	
8 am	
9 am	
10 am	
11 am	
12 pm	

Some Client | 123 1 Linked Job

Search

1 Filter Selected

Show Proposed Appointments

Show Linked Job Appointments

Booked for:

Date:

Appointment Status:

Appointment Type:

Appointment Type:

Filter Menu

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27th Jul 2021	Assessment	Booked on 27th Jul, 2021 11:53 am for Akeem Carroll	DC460
28th Jul 2021	Assessment	Booked on 28th Jul, 2021 8:52 am for Alyson Harris	DC460
9th Sep 2021	Assessment	Booked on 9th Sep, 2021 12:12 pm for Alyson Harris	DC460
16th Sep 2021	Assessment	Booked on 15th Sep, 2021 12:12 pm for Alyson Harris	DC460

Appointment marked completed (arrow pointing to 27th and 28th)

Repeat schedule set - purple icon (arrow pointing to 9th and 16th)

Next appointment in schedule generated (arrow pointing to 16th)