

Allocate jobs to your agents

Create a governed field visit for a supervised agent using the correct target, visit window and service permissions, then verify the resulting assignment.

WHO THIS IS FOR

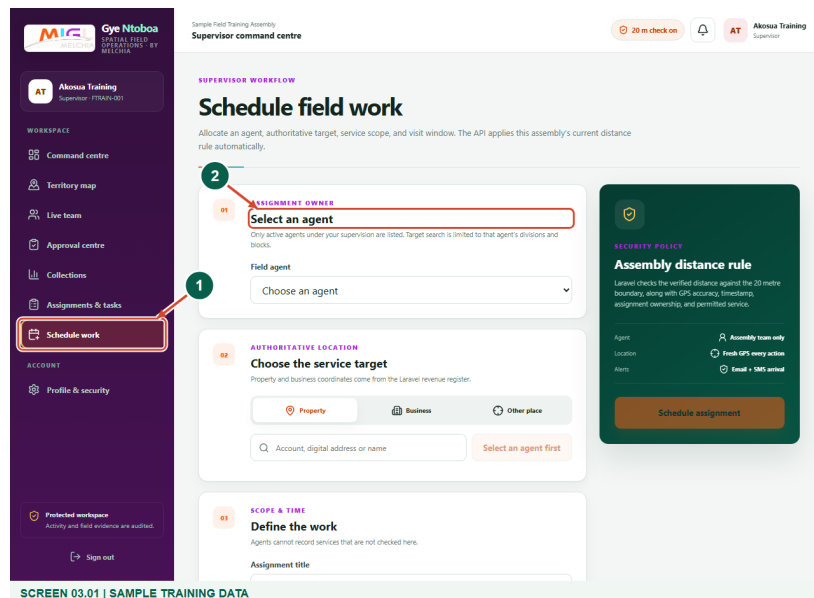
Assembly supervisors scheduling field visits

ALLOW ABOUT

10–15 minutes

DOCUMENT VERSION

1.0 | 19 October 2026



Illustrated steps with numbered arrows and clear expected results.

About the examples

Screens show the actual application in a training environment with sample data. Use your own verified account, assigned records and contact details when following the guide.

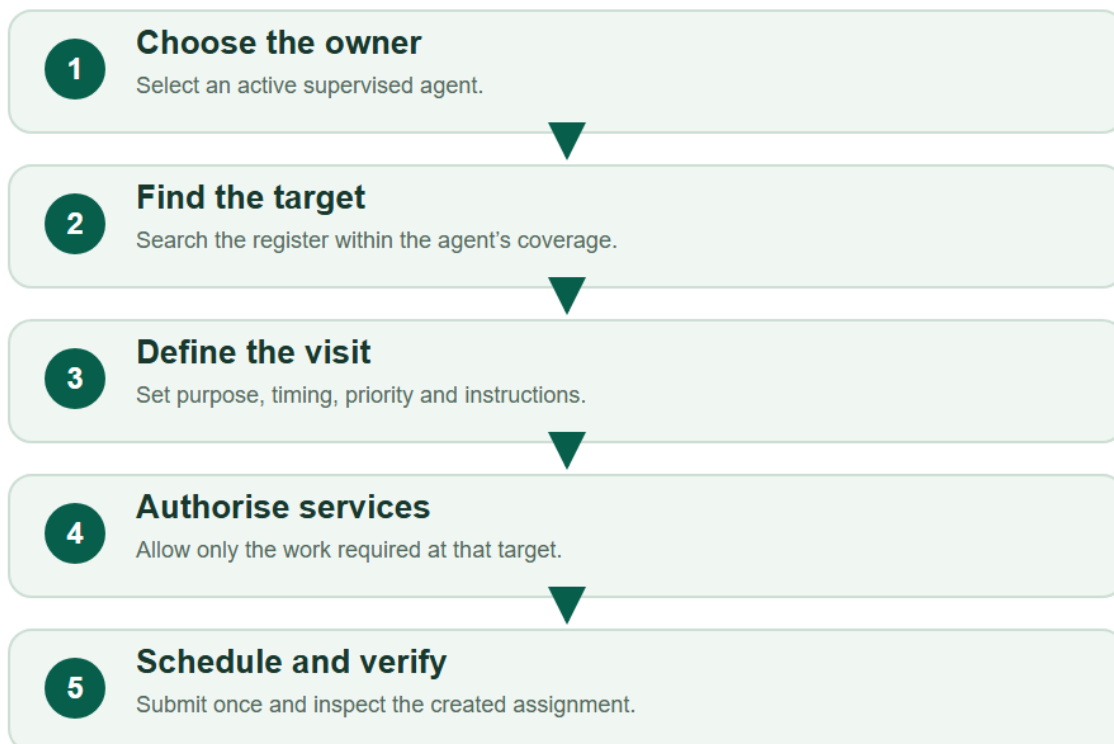
Website: operations.gyentoboa.com

Process flow

Follow the arrows from start to finish. Optional routes are explained in the numbered steps.

Before you start

- The assembly administrator must assign your supervisor divisions, and the agent must be active, allocated to your team and assigned appropriate divisions/blocks.
- The property or business must have accurate authoritative coordinates inside the selected agent's coverage.
- Know the purpose, authorised services, target reference and intended visit window before scheduling.



Numbered markers on screenshots identify the controls described beneath each image.

STEP 01

Open Schedule work

1. Choose Schedule work from the supervisor navigation, or New assignment from Assignments & tasks.
2. Confirm that the visit is needed and that its intended agent and target fall within approved coverage.

Supervisor command centre

SUPervisor WORKFLOW

Schedule field work

Allocate an agent, authoritative target, service scope, and visit window. The API applies this assembly's current distance rule automatically.

- 01 ASSIGNMENT OWNER**
Select an agent
 Only active agents under your supervision are listed. Target search is limited to that agent's divisions and blocks.
 Field agent
 Choose an agent
- 02 AUTHORITATIVE LOCATION**
Choose the service target
 Property and business coordinates come from the Laravel revenue register.
 Property Business Other place
 Account, digital address or name Select an agent first
- 03 SCOPE & TIME**
Define the work
 Agents cannot record services that are not checked here.
 Assignment title

SECURITY POLICY

Assembly distance rule

Laravel checks the verified distance against the 20 metre boundary, along with GPS accuracy, timestamp, assignment ownership, and permitted service.

Agent Assembly team only
 Location Fresh GPS every action
 Alerts Email + SMS arrival

Schedule assignment

SCREEN 03.01 | SAMPLE TRAINING DATA

Synthetic training data. Open Schedule work.

- 1 Schedule work
- 2 Assignment owner

What should happen

The Schedule field work form opens.

STEP 02

Choose the responsible field agent

1. Select the active agent who will own this visit in Field agent.
2. Only your current supervised team is available. Changing the agent clears a previously selected target, so choose the owner first.

01 ASSIGNMENT OWNER

Select an agent

Only active agents under your supervision are listed. Target search is limited to that agent's divisions and blocks.

Field agent

Esi Training · +233240000093 · 1 areas

02 AUTHORITATIVE LOCATION

Choose the service target

SCREEN 03.02 | SAMPLE TRAINING DATA

SECURITY

Assem

Laravel check boundary, also assignment of

Agent

Location

Alerts

Synthetic training data. Choose the responsible field agent.

1 Responsible field agent

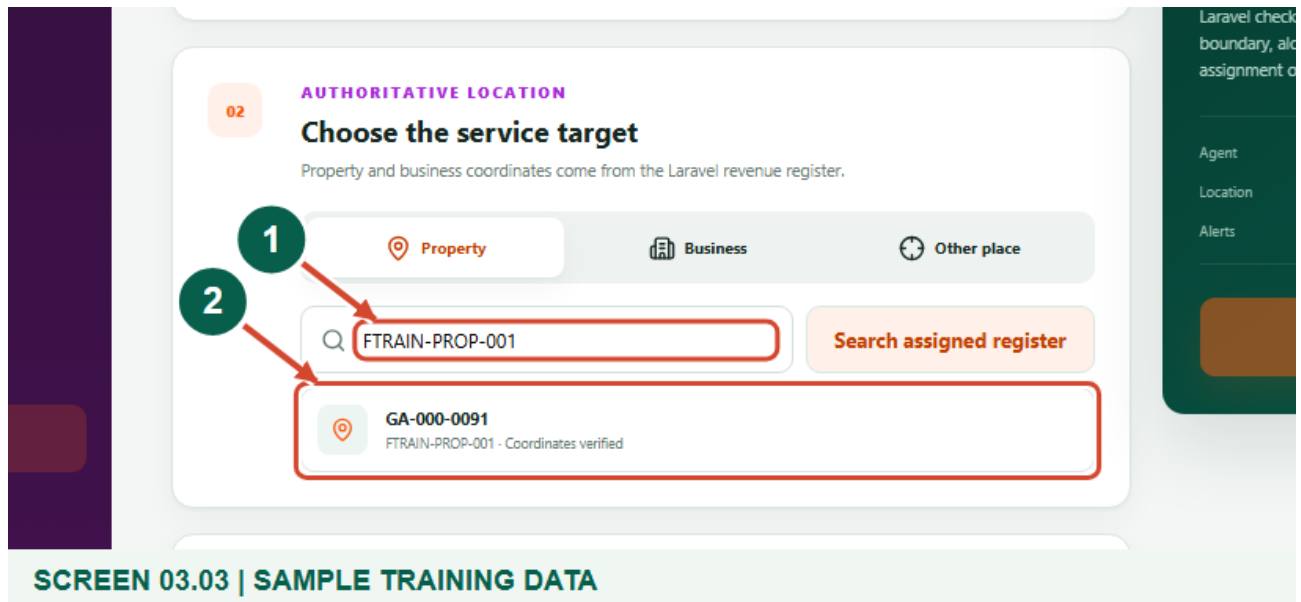
What should happen

The selected agent becomes the owner of the new field visit.

STEP 03

Search the assigned property or business register

1. Choose Property or Business as appropriate, enter an account, digital address or name, and choose Search assigned register.
2. Select the intended result only after checking its reference and location. Results are limited to the chosen agent's authorised areas.



Synthetic training data. Search the assigned property or business register.

- 1 Target search
- 2 Verified register result

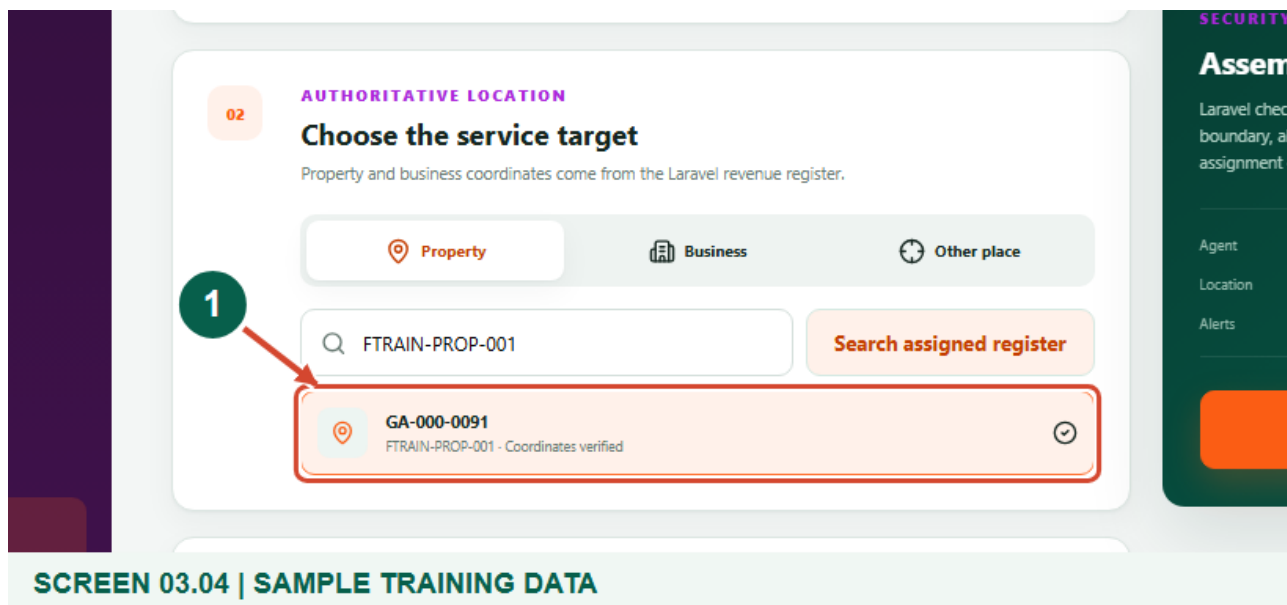
What should happen

Matching assigned register records appear with their coordinate status.

STEP 04

Confirm the authoritative service target

1. Choose the correct result and confirm that Coordinates verified is shown.
2. For property and business visits, the saved register supplies the authoritative location. If coordinates are missing or wrong, arrange an authorised register correction before scheduling.
3. Other place is a separate option requiring valid latitude/longitude and a compatible service; it does not replace a property or business record.



SCREEN 03.04 | SAMPLE TRAINING DATA

Synthetic training data. Confirm the authoritative service target.

1 Selected target

What should happen

The chosen register record is visibly selected for this visit.

STEP 05

Set the title, visit window and instructions

1. Use a clear assignment title and set Starts and Ends in the intended local time. The end must be later than the start.
2. Choose the appropriate priority and enter practical instructions for the agent. Include only necessary handling/contact details.
3. Confirm that the agent can reasonably reach the target during the visit window.

03 SCOPE & TIME

Define the work

Agents cannot record services that are not checked here.

Assignment title

Sample supervised property verification

Starts 10/19/2026 10:41 PM **Ends** 10/20/2026 12:41 AM

Priority Normal

Agent instructions

Confirm the sample property details with the rate payer. Record only verified corrections and remain within the assigned area.

Authorised services

- ☒ Update property record
- ☐ Issue payment request
- ☐ Deliver printed bill
- ☐ Update rate payer information
- ☐ Request instant replacement bill

SCREEN 03.05 | SAMPLE TRAINING DATA

Synthetic training data. Set the title, visit window and instructions.

- 1 Visit window
- 2 Agent instructions

What should happen

The visit has a clear purpose, valid time window, priority and instructions.

STEP 06

Authorise the required services and schedule

1. Check only the Authorised services required for this visit. Agents cannot record a service that is not authorised here.
2. Review the selected agent, target, timing and instructions once more, then choose Schedule assignment.
3. The assembly controls the current distance rule. Agents still need fresh, accurate GPS and verified arrival for protected actions.

The screenshot displays the 'Supervisor command centre' interface. On the left is a dark purple sidebar with navigation options: 'Command centre', 'Territory map', 'Live team', 'Approval centre', 'Collections', 'Assignments & tasks', 'Schedule work' (highlighted), 'Profile & security', and 'Sign out'. The main area is titled 'Sample Field Training Assembly' and 'Supervisor command centre'. It shows a form for 'Define the work' with fields for 'Assignment title' (Sample supervised property verification), 'Starts' (10/19/2026 10:41 PM), 'Ends' (10/20/2026 12:41 AM), 'Priority' (Normal), and 'Agent instructions' (Confirm the sample property details with the rate payer. Record only verified corrections and remain within the assigned area.). Below the form is a section for 'Authorised services' with checkboxes for 'Update property record', 'Issue payment request', 'Deliver printed bill', 'Update rate payer information', and 'Request instant replacement bill'. A red box highlights the 'Update property record' and 'Update rate payer information' options, with a red circle and arrow labeled '1' pointing to it. To the right of the form is a green panel titled 'SECURITY POLICY' with the heading 'Assembly distance rule' and a description: 'Laravel checks the verified distance against the 20 metre boundary, along with GPS accuracy, timestamp, assignment ownership, and permitted service.' Below this are fields for 'Agent', 'Location', and 'Alerts', and a red button labeled 'Schedule assignment' with a red circle and arrow labeled '2' pointing to it. The top right of the interface shows a '20 m check on' button, a bell icon, and the user 'AT Akosua Training Supervisor'.

SCREEN 03.06 | SAMPLE TRAINING DATA

Synthetic training data. Authorise the required services and schedule.

- 1 Authorised services
- 2 Schedule assignment

What should happen

A valid submission creates a scheduled field visit with its permitted service scope.

STEP 07

Verify the created assignment

1. Read the new assignment's title, assigned agent, target, schedule and service permissions.
2. Confirm that its status is Scheduled. The visit is now available to its assigned agent; creating the job is not proof of arrival or completion.
3. Use Assignments & tasks to find and monitor it later.

The screenshot displays the 'Supervisor command centre' interface. On the left is a dark purple sidebar with navigation options: 'Command centre', 'Territory map', 'Live team', 'Approval centre', 'Collections', 'Assignments & tasks' (highlighted), 'Schedule work', 'Profile & security', and 'Sign out'. The main content area has a top header with 'Sample Field Training Assembly' and 'Supervisor command centre'. A red circle with the number '1' points to the 'Assignments & tasks' menu item. Below the header, there's a 'Back to assignments' link. The main assignment card is titled 'Sample supervised property verification' with a status of 'SCHEDULED' and 'NORMAL PRIORITY'. A red circle with the number '2' points to the 'Est Training' agent assigned to the task. The card also shows a 'Service window' of '19 Oct 2026, 10:41 pm — 20 Oct 2026, 12:41 am' and a 'Target account' of 'FTRAIN-PROP-001'. Below this, 'Supervisor instructions' state: 'Confirm the sample property details with the rate payer. Record only verified corrections and remain within the assigned area.' To the right, a 'GPS pending' section shows a map and instructions: 'Move within 20 m to unlock' and 'High accuracy required'. At the bottom, there's a '360° RECORD OVERVIEW' section with 'Live account, billing & collection position' and a 'Refresh' button. The bottom of the screen has a green bar with the text 'SCREEN 03.07 | SAMPLE TRAINING DATA'.

Synthetic training data. Verify the created assignment.

- 1 Created assignment
- 2 Assigned agent

What should happen

The created scheduled visit matches the work you intended to allocate.

Check your result

- The created visit belongs to the intended supervised agent and correct target.
- The start/end window and permitted services match the approved work plan.
- The assignment is visible as Scheduled and can be found in Assignments & tasks.

If you need help

The required agent is not listed.

Check that the account is active and currently allocated to your supervised team in the same assembly.

No target matches, or coordinates are required.

Check the target type, spelling and selected agent's coverage. Arrange authorised register/geographic corrections instead of entering an unrelated target.

The end time or service selection is rejected.

Use a valid end later than the start and select at least one service compatible with the target type.

You are unsure whether submission succeeded.

Check Assignments & tasks for the title and agent before creating another copy. Read the returned error and correct it rather than repeatedly clicking Schedule assignment.

Useful things to know

- Schedule work creates field visits. Existing block-level tasks are displayed separately and are not created by this form.
- A scheduled visit does not prove arrival, completion or payment. Those outcomes require their own verified steps.
- The current assembly distance setting is applied automatically; the supervisor does not set an arbitrary arrival radius here.

Continue learning

- Guide 02: See agents assigned to you
- Guide 05: Find your assigned boundary and territory

[Download all 5 guides in this collection](#)

For account or bill-record corrections, contact the relevant assembly using its verified contact details. Keep your account or bill reference available when requesting assistance.