Weekly Dispatch Capacity

WORKSHEET / Type in the shaded boxes or print a fresh copy.

Check the hours on the board after scheduled jobs and reserved callback time. This preview is in English for the Spanish-language workbook.

01 Work through the example

	Example	Your case
Available crew hours	**40**	
Hours already scheduled	**31**	
Hours held for callbacks	**4**	

Calculation: first amount minus the second and third amounts

Unassigned crew time

A negative result means the commitments exceed the available hours.

02 Make a handoff note

Crew or route

Call to assign

Dispatch owner

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PRACTICE TEST / Use the example values on page 1.

1. With the example values, what is the unassigned crew time?

- ○ 13 hours
- ○ 5 hours
- ○ 8 hours

2. If "Hours held for callbacks" changes from 4 to 5, with the other example values unchanged, what is the new result?

- ○ 4 hours
- ○ 11 hours
- ○ 5 hours

3. Which action makes the most sense for this example?

- ○ Match the job duration and skill needed to the available time.
- ○ Close the record and skip the next review.
- ○ Promise the visit before checking the technician schedule.

What helped you, or what would you change?

Check your answers in Practice-and-Test.html for a score and an explanation of each answer. The PDF stores your selections when saved in a compatible PDF reader.