

Daily use

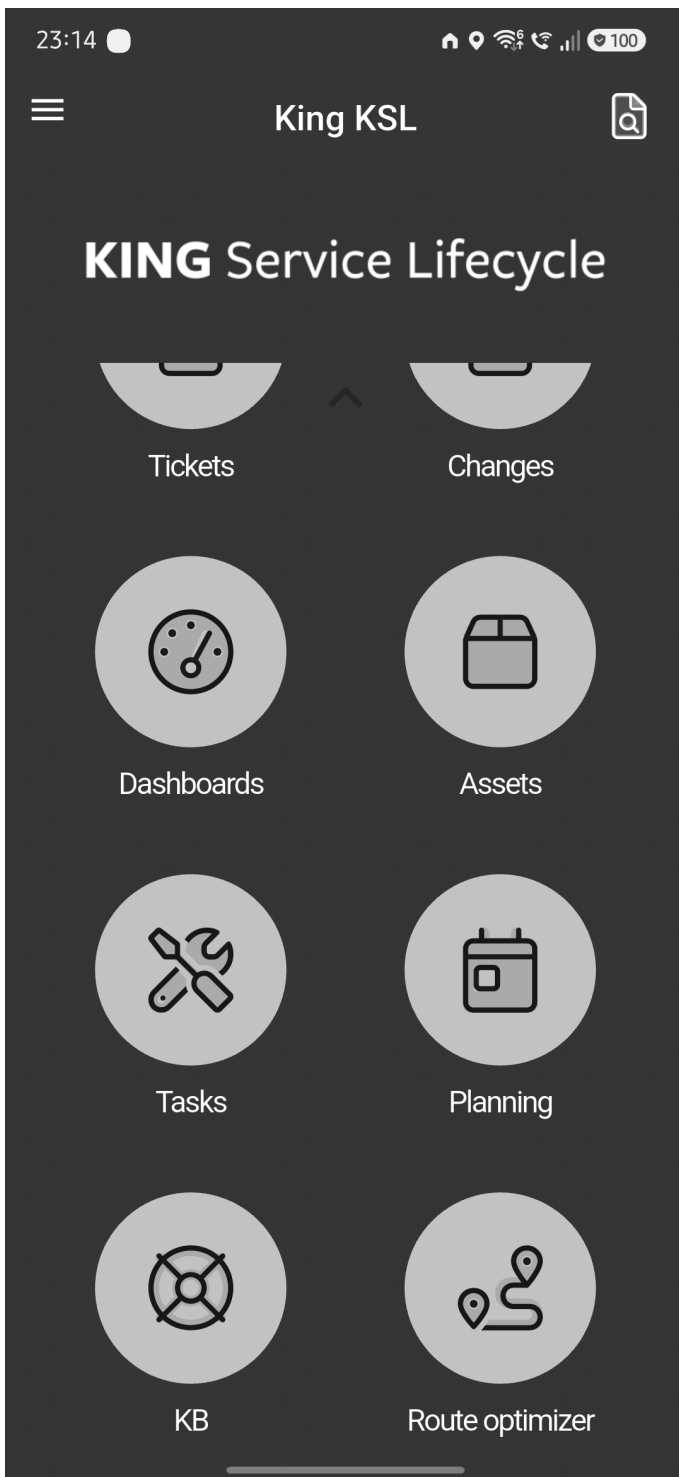
- [Daily use — technician \(mobile app\)](#)
- [Daily use — supervisor \(GLPI web\)](#)
- [Exporting data \(CSV\)](#)

Daily use — technician (mobile app)

6.1 Open the Waypoint section

Once the plugin is installed and the technician's profile has the right permissions, a **Waypoint** entry appears in the app's main menu.





The app's main menu — "Route optimizer" among the other modules.

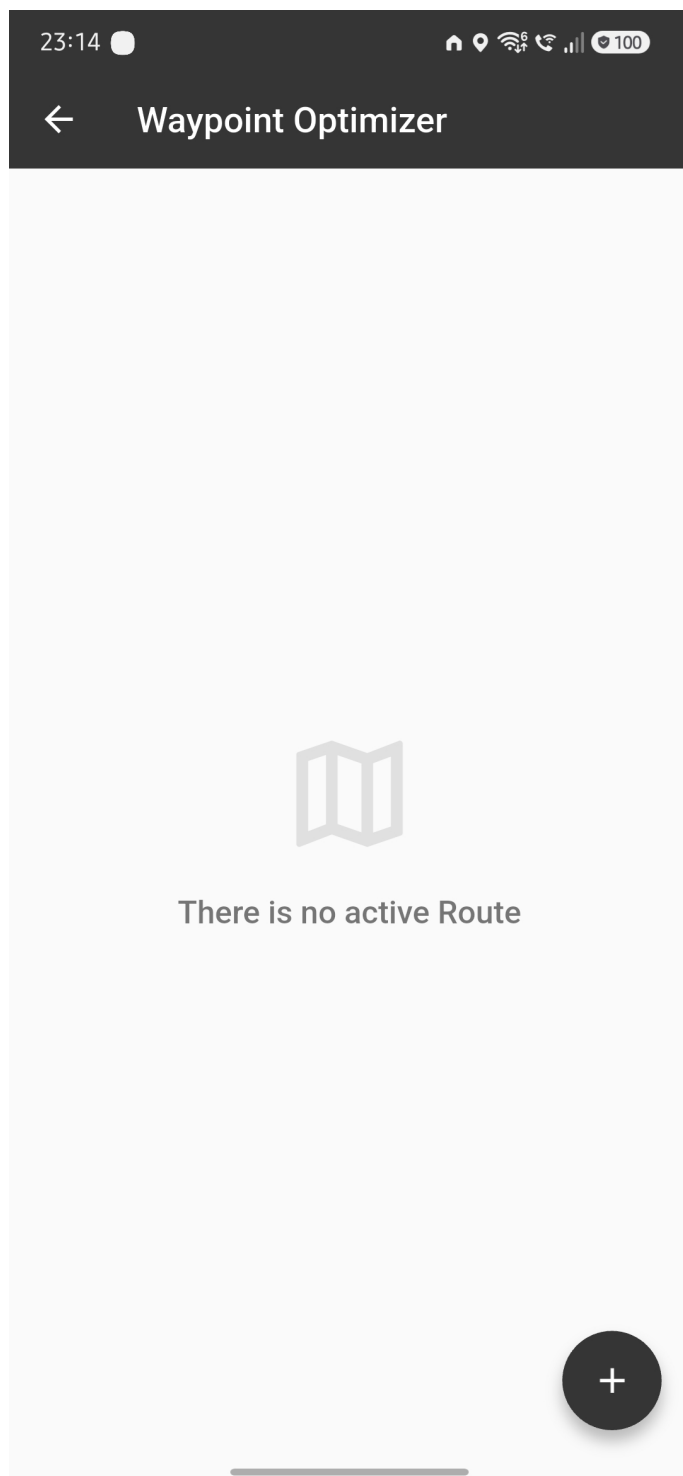
6.2 Create the route

If there is no route in progress, the screen shows an empty state. Tap the "+" button to start planning.

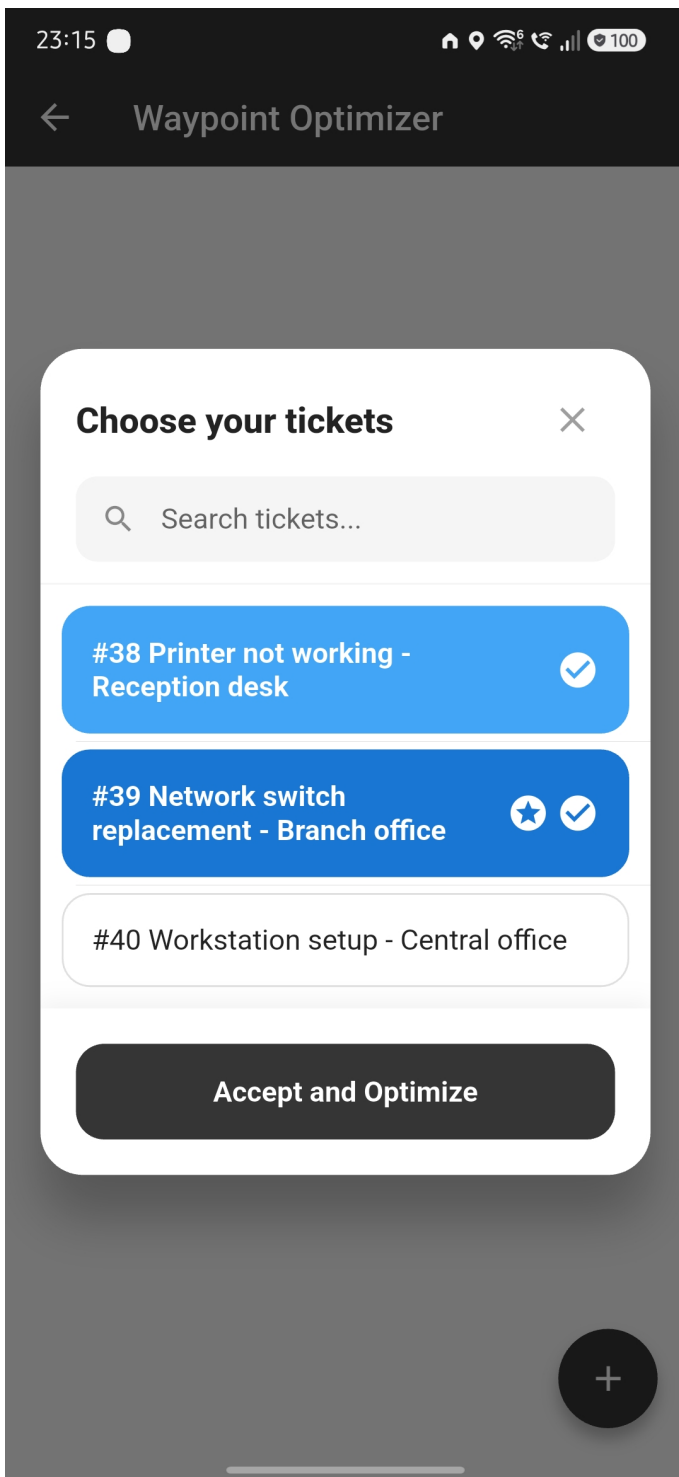
A list of eligible tickets opens — those linked to a route and assigned to the technician. Select the ones to visit. When you confirm, **the optimal order of stops is calculated automatically** based

on distance and traffic conditions.

If a particular ticket must be visited first regardless of what the optimiser suggests, **long-press** it before confirming. A **star** marks it, and it will be placed as the first stop; the remaining stops are optimised around it.



"There is no active Route" — the empty state, with the "+" button to start planning.



"Choose your tickets" — two tickets selected, #39 additionally marked with the star that forces it as the first stop.

6.3 The route screen

Once created, the route is shown as an **ordered list of stops**, each with its ticket and location. Each stop offers two buttons:

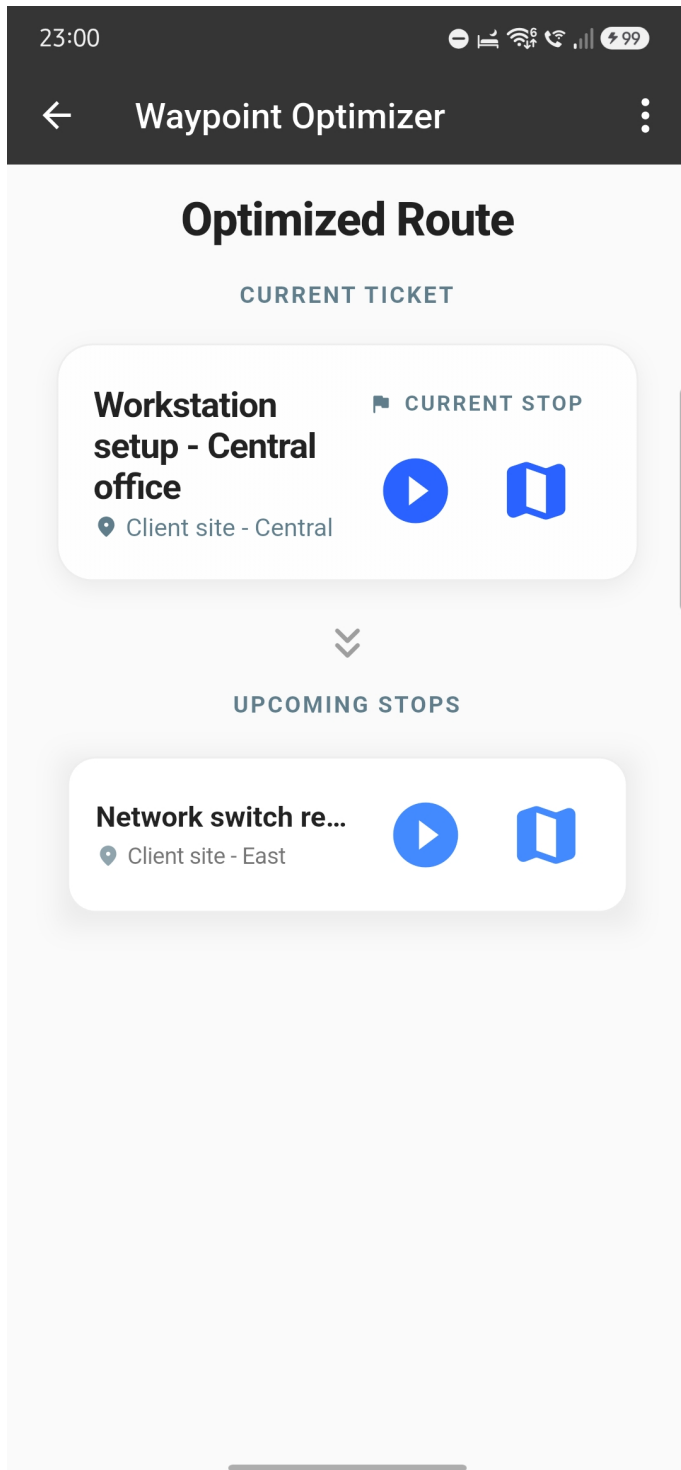
- **Play:** opens the travel panel for that stop, where the trip is started and stopped.

- **Map:** opens your usual maps application (Google Maps, Waze, etc.) with the destination already set, so you can start turn-by-turn navigation there.

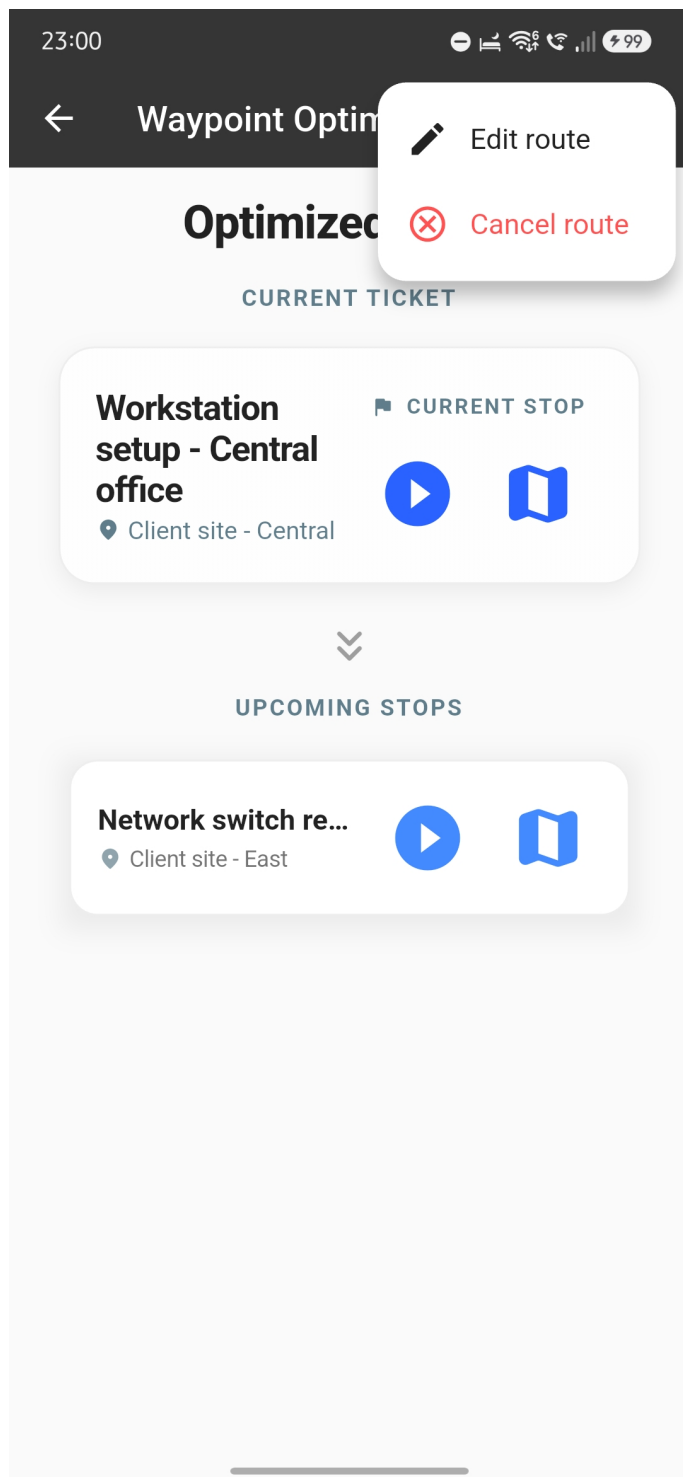
Tapping the body of a stop opens a **summary of the ticket** — title, location, status and assigned technician — with a shortcut to open the full ticket without leaving the route.

The **options menu (⋮)** at the top offers two actions:

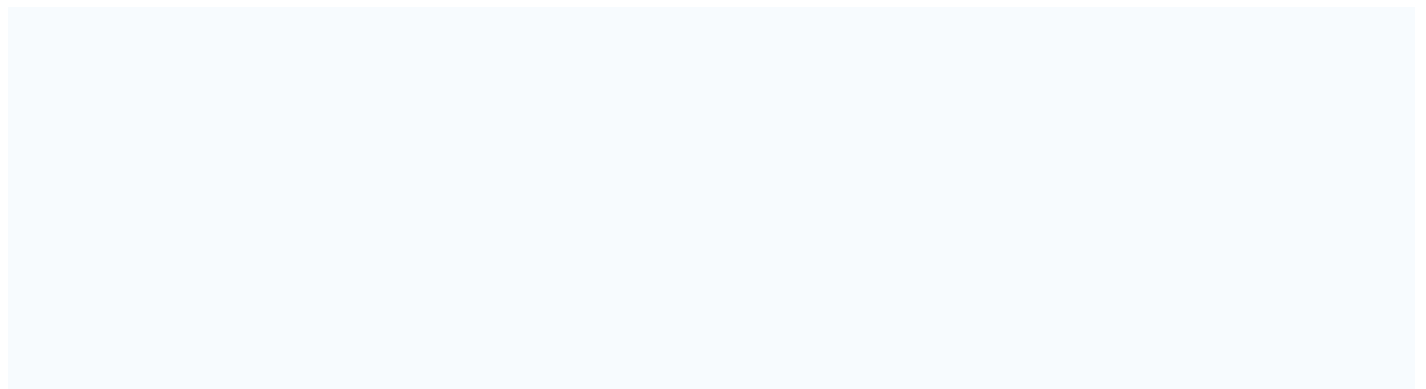
- **Edit route:** add stops, remove them or change the order. Each change creates a new version of the route and keeps the previous one in the history.
- **Cancel route:** ends and discards the current route if it will not be completed.

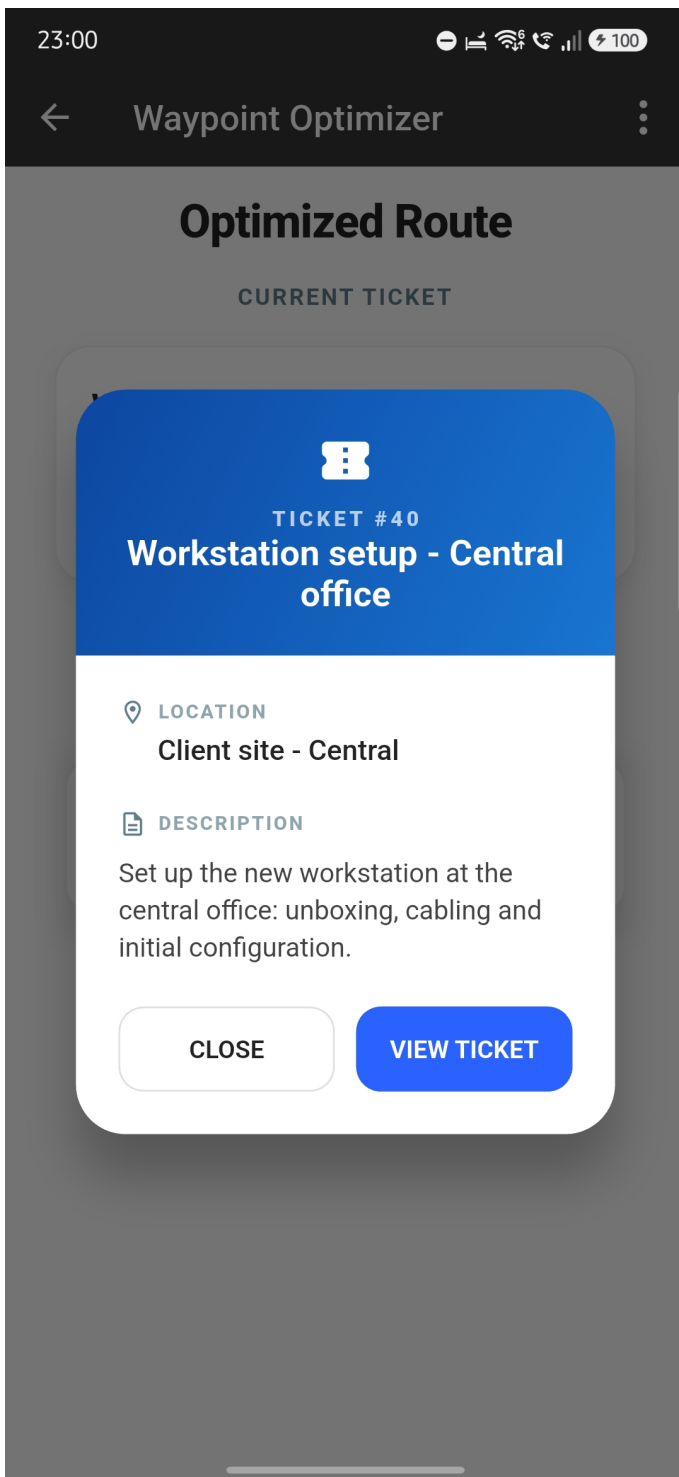


The route screen: current ticket, current stop and the upcoming stops queued below.



The options menu open, with "Edit route" and "Cancel route".





Ticket summary panel — location and description, with a shortcut to view the full ticket.

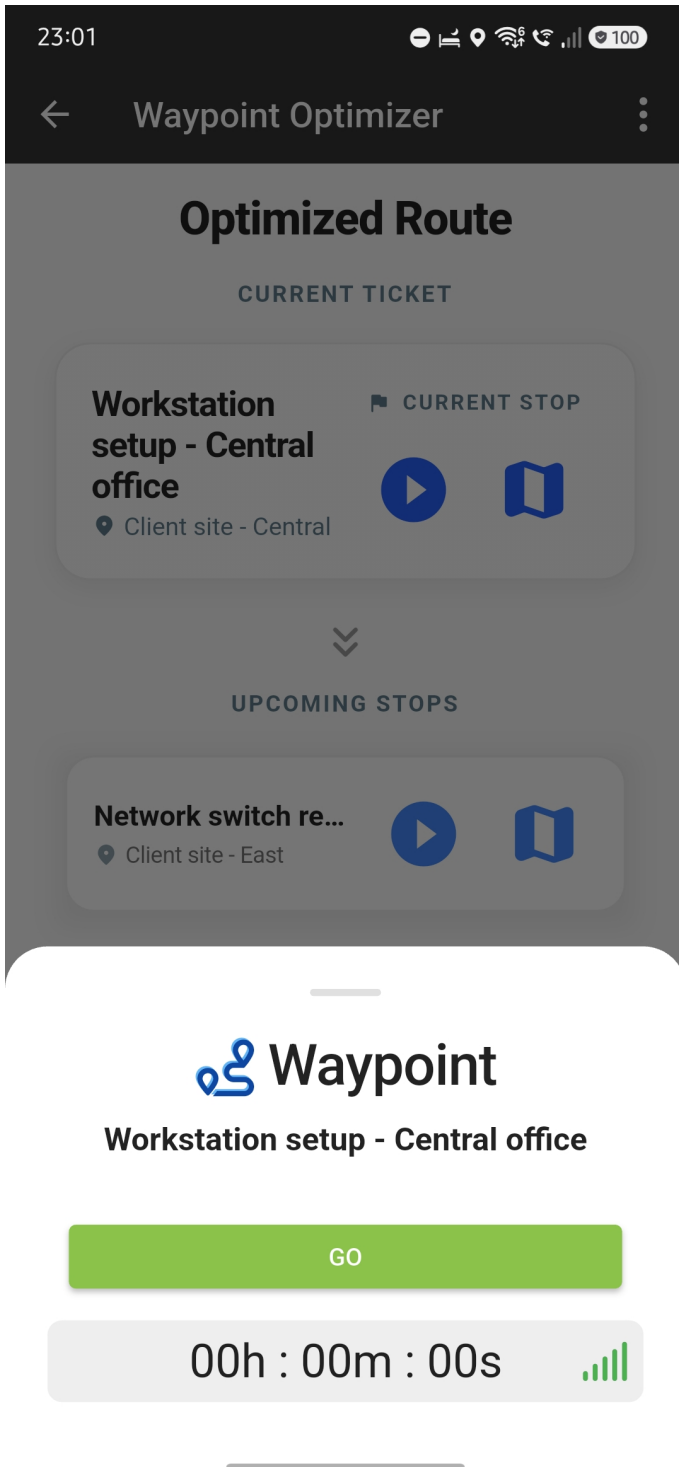
6.4 Complete a stop

This is the core cycle, repeated for every stop on the route.

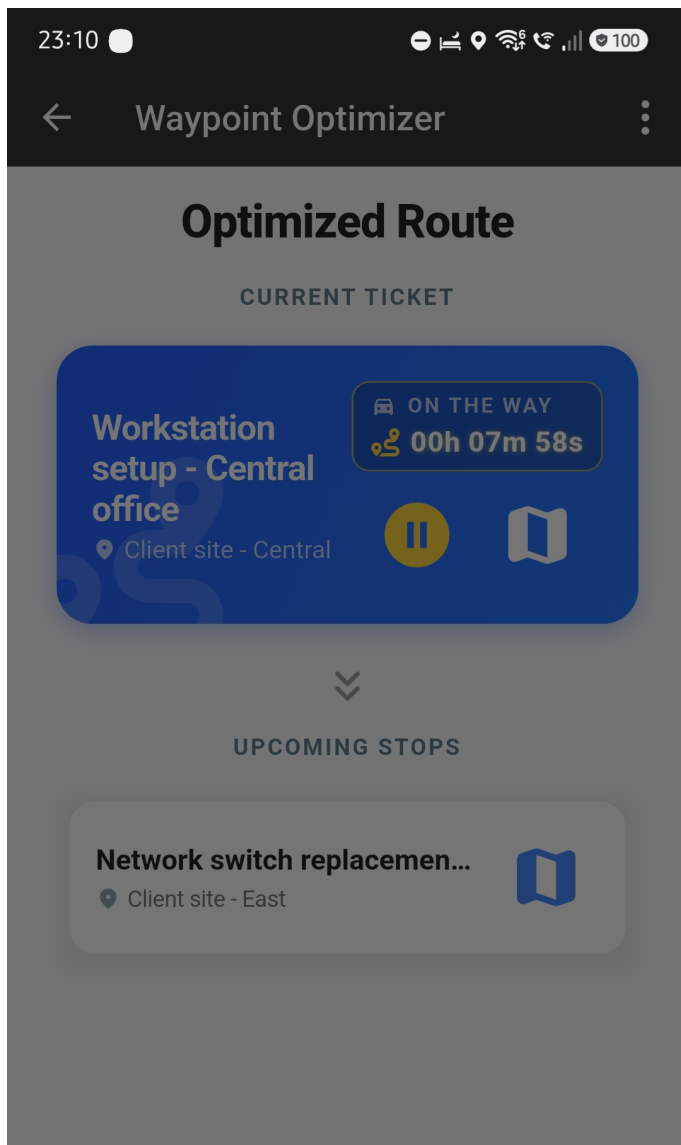
1. **Set off.** Tap **Play** on the stop and then **Start**. GPS tracking and the travel timer begin. Use the Map button whenever you want guided navigation.

2. **Arrive.** Tap **Stop**. The trip is closed, the distance actually travelled is recorded, and **the work timer starts on its own** — you do not need to start it manually.
3. **Work on the ticket.** The work timer keeps running, and a notification on the phone shows it is active even if you leave the app.
4. **Finish.** Tap **Stop** on the work timer. The stop is marked as completed and the route moves on to the next one.

When the last stop is completed, **the route is closed automatically**. There is no separate "finish route" button.



Travel panel before departure — GO button, timer at 00h 00m:00s.



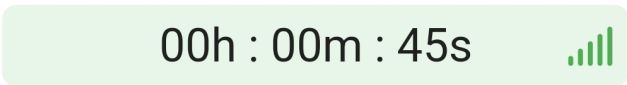
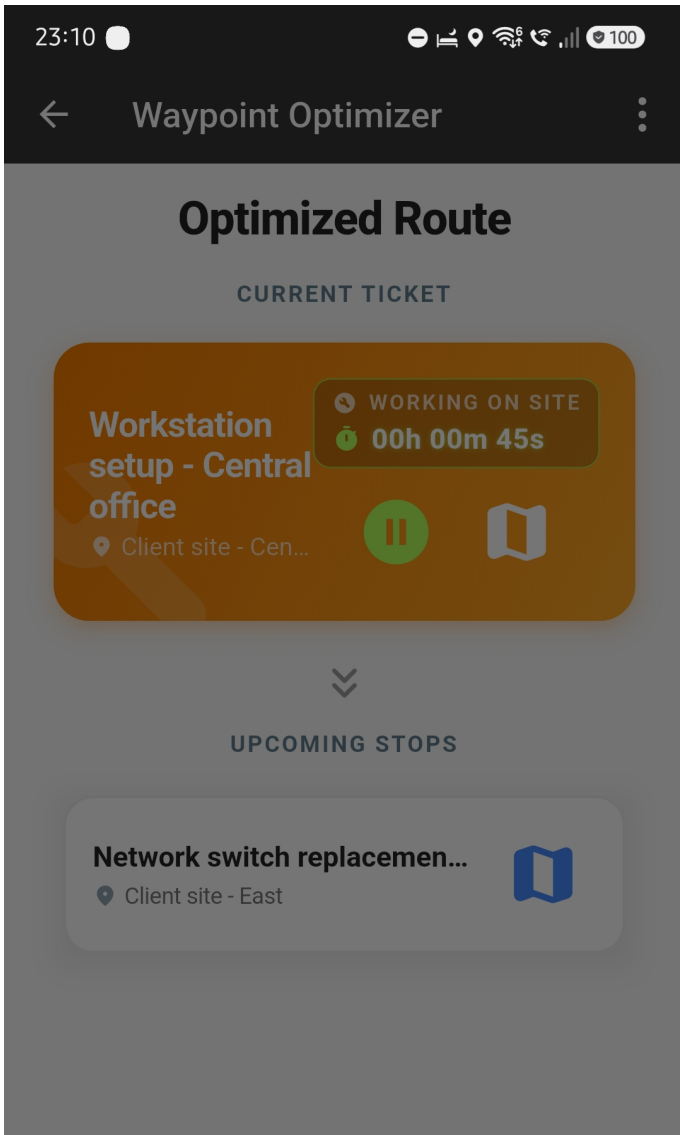
 Waypoint

END

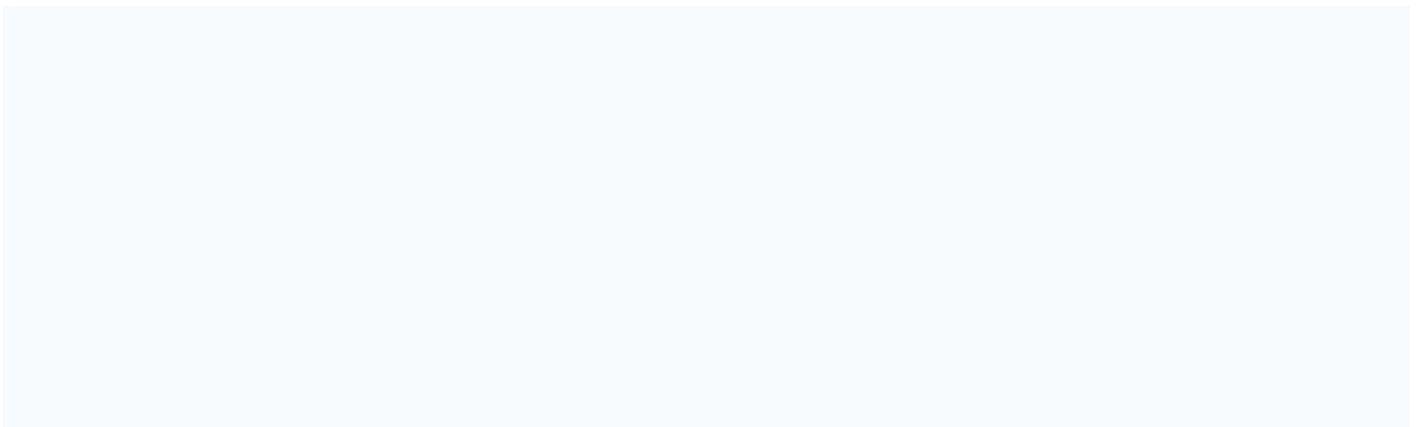
00h : 07m : 59s

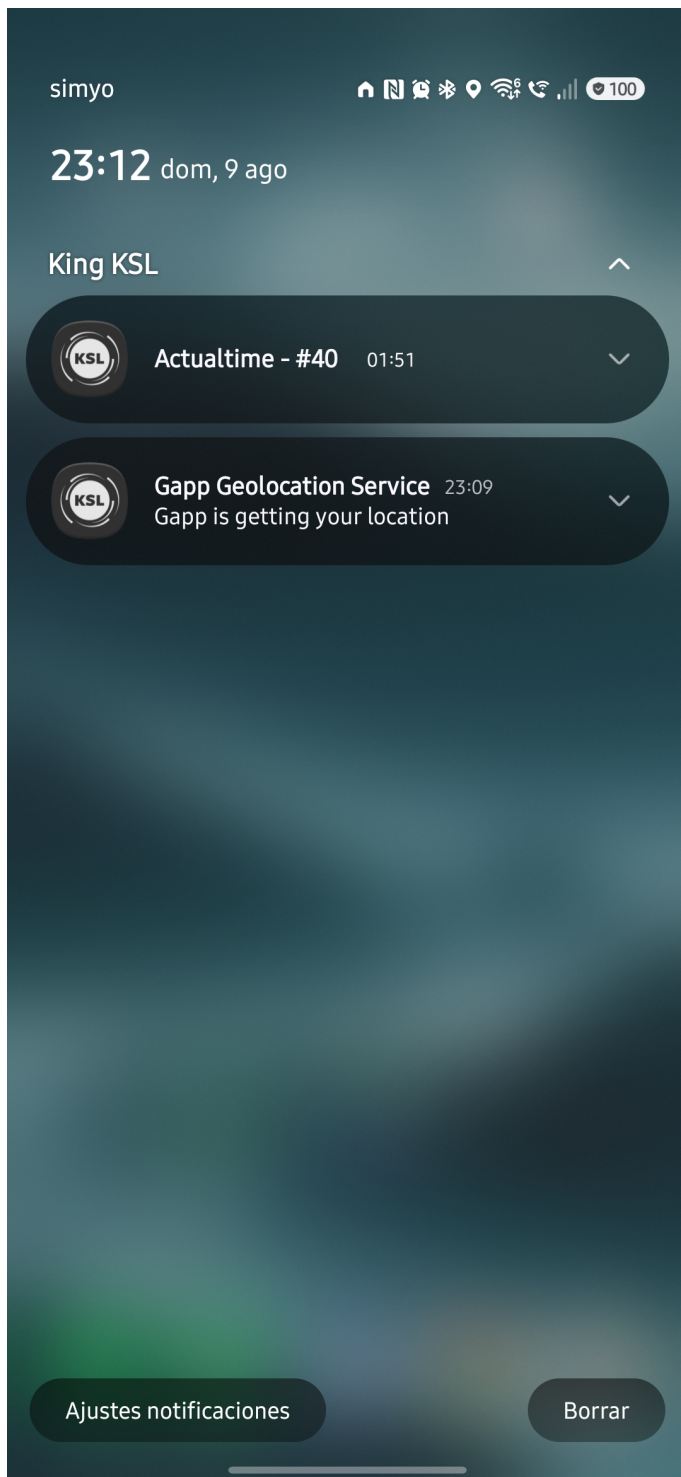


"On the way" — the travel timer running, END button to mark arrival.



"Working on site" — the work timer already running right after the trip was stopped, with no manual start needed.





The phone's notification tray showing the active ActualTime timer while the app is in the background.

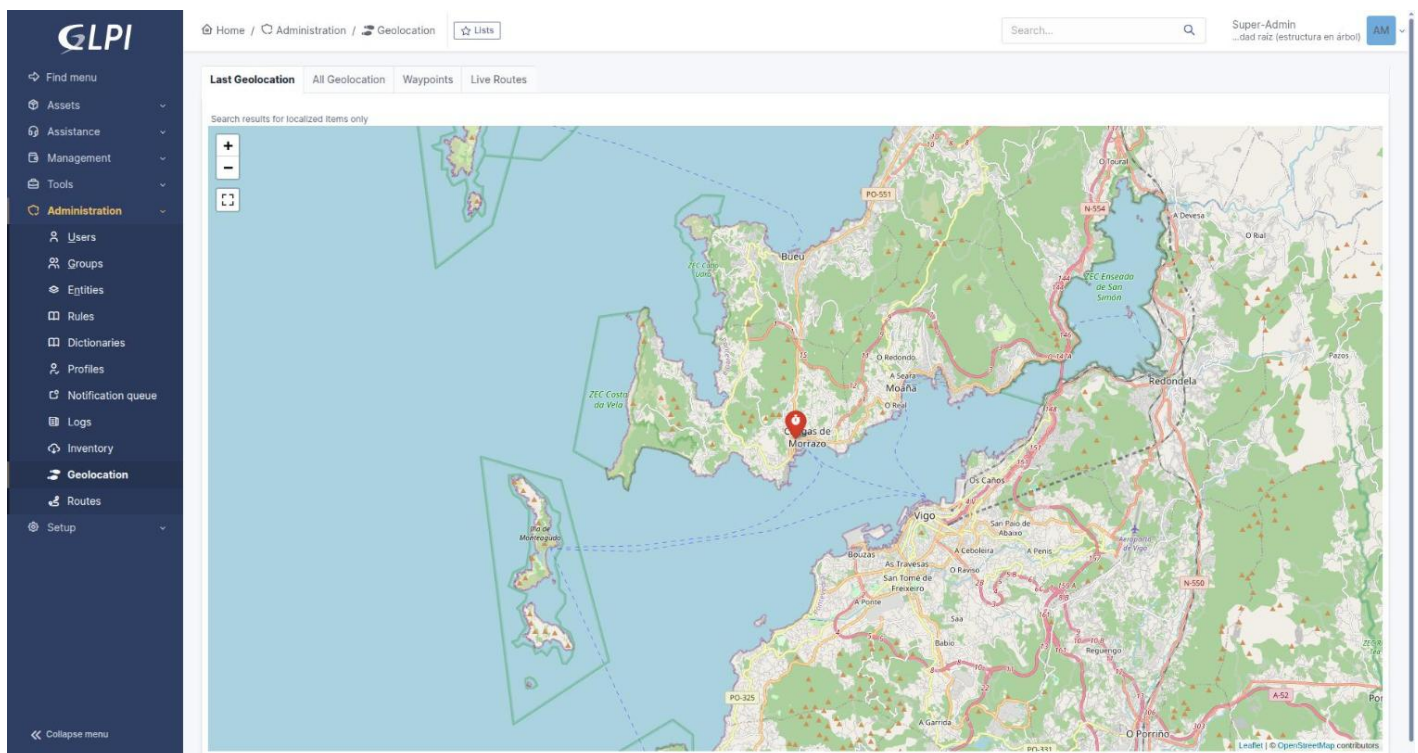
Daily use — supervisor (GLPI web)

Profiles with the corresponding rights get two new sections in the GLPI administration area.

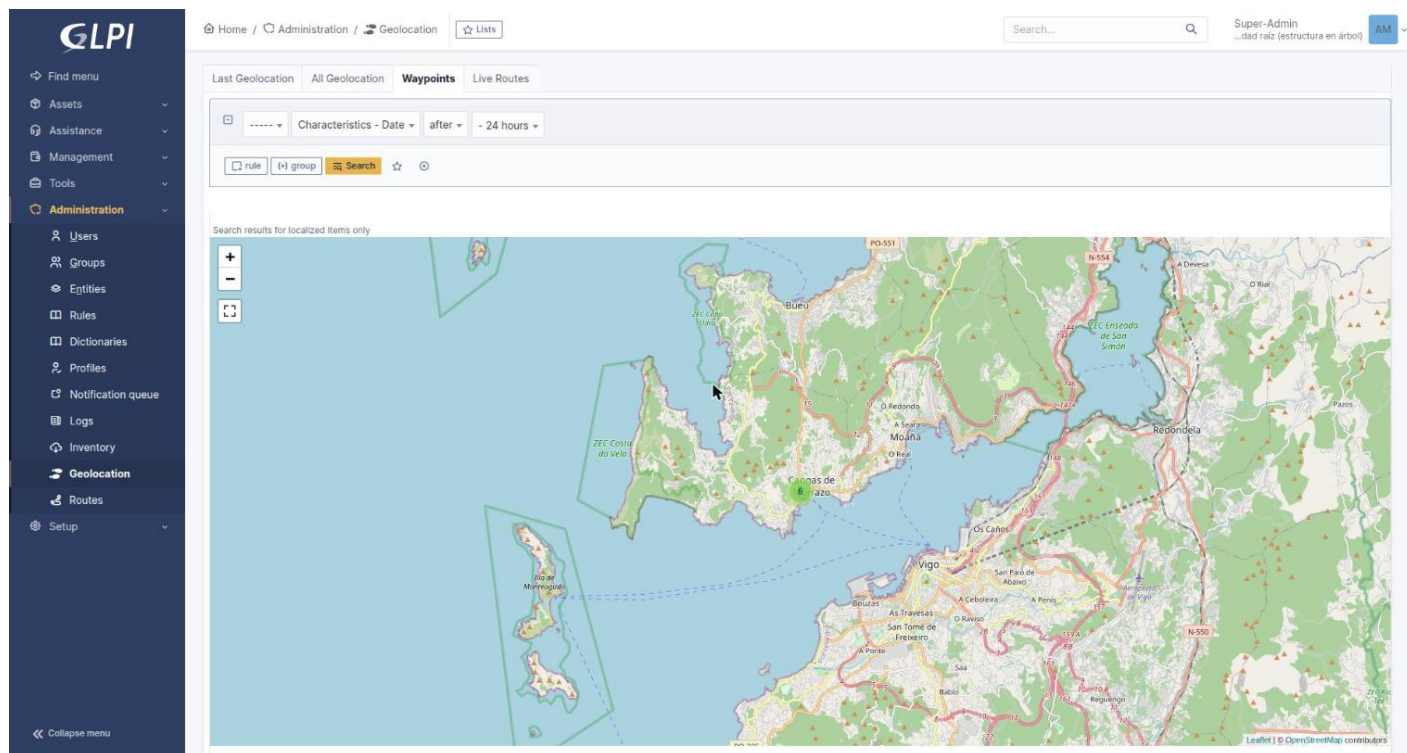
7.1 Geolocation

Focused on where technicians are. It has four tabs:

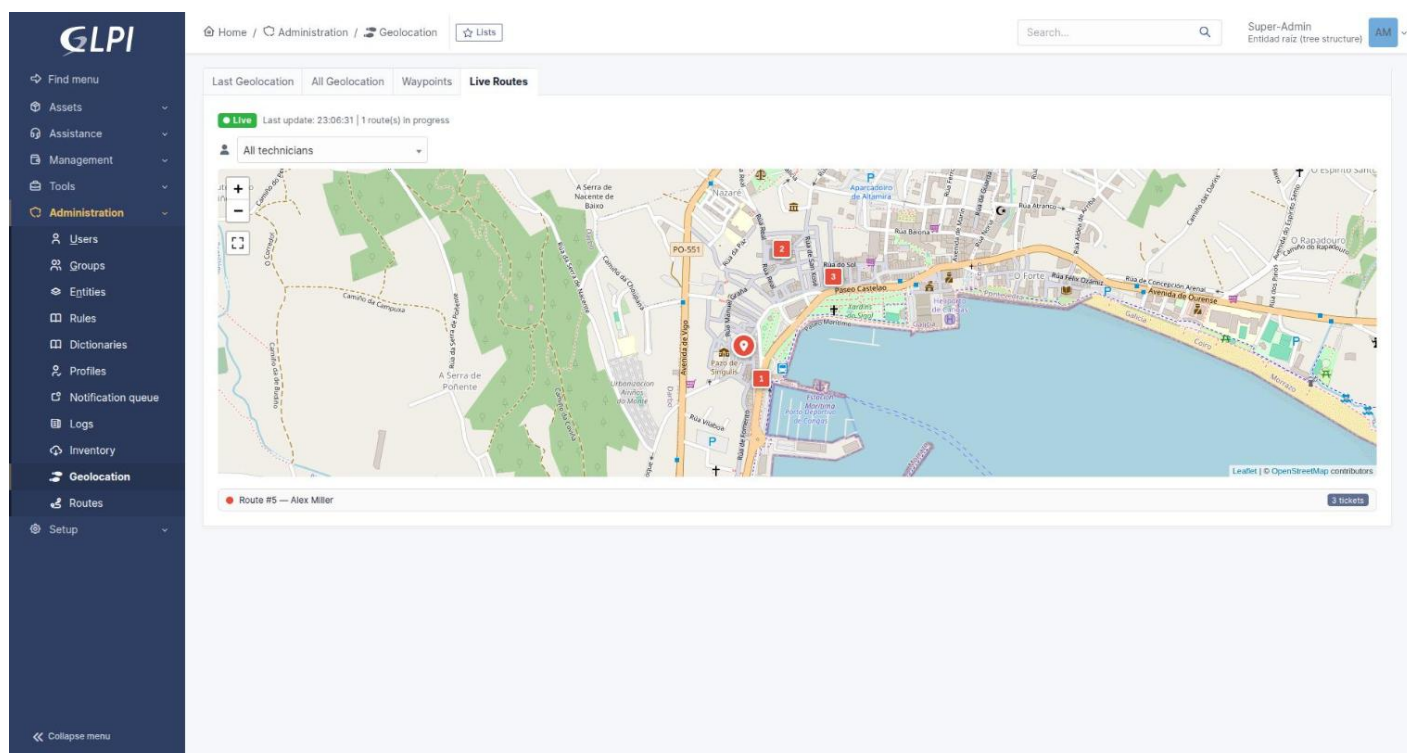
1. **Last Geolocation:** the most recent recorded position of each technician on an interactive map — where the team is right now.
2. **All Geolocation:** the full position history, using GLPI's standard search filters. Narrow the results by date range, technician, linked ticket or location, and export them for analysis.
3. **Waypoints:** the same kind of search, but over the raw GPS trail (every point recorded during a trip) rather than the start/end positions — useful to inspect exactly how a route was walked or driven.
4. **Live Routes:** only the routes currently in progress, for real-time follow-up of each technician.



"Last Geolocation" — the most recent position of each technician. Only one technician has reported a position in this environment.



"Waypoints" — searchable GPS trail, filterable by date, user and more. The cluster marker groups nearby points; click it to zoom in.



"Live Routes" with a technician actively running a route — the marker shows the current position, numbered pins are the remaining stops.

7.2 Routes

Focused on the detail and history of each journey. The list shows all routes, completed and in progress, with configurable columns: route, technician, creation date, status, number of stops, distance and accumulated time. As with any GLPI list, columns can be customised, sorted and filtered.

Opening a route shows its **itinerary on a map** with every geolocated point, making it easy to see the order followed, the distance between points and the partial times. It is the quickest way to analyse efficiency or spot a deviation from the plan.

Because a technician may add or skip stops on the road, each route keeps its **version history**. Reading a route means choosing which version you are looking at — the original plan, or the one that was actually executed.

The screenshot displays the GLPI Routes list page. The sidebar on the left contains navigation menus for Find menu, Assets, Assistance, Management, Tools, Administration (Users, Groups, Egtitles, Rules, Dictionaries, Profiles, Notification queue, Logs, Inventory, Geolocation, Routes), and Setup. The top navigation bar includes Home, Administration, Routes, a search bar, and a user profile dropdown for Super-Admin. The main content area shows a filter bar for 'Routes - Creation date' with a date picker set to '2026-07-09'. Below this is a table with the following data:

ID	ACTIVE VERSION	TECHNICIAN	CREATION DATE	STATUS
5	1	Miller Alex	2026-08-09	Completed
6	1	Miller Alex	2026-08-07	Cancelled
7	2	Miller Alex	2026-08-08	Completed

At the bottom of the table, it indicates 'Showing 1 to 3 of 3 rows'.

The Routes list — Status added as an extra column via the column picker (⚙️), showing routes in different states.

GLPI Administration / Routes

Route #5 v1 **Completed**

Technician: Miller Alex
 Distance: 5 km 414 m
 Duration: 13 minutes 59 seconds
 Date: 2026-08-09 16:30

Map

Tickets 3

ORDER	ID	TICKET	STATUS	LOCATION	BILLING DISTANCE	BILLING DURATION	EXECUTED WAYPOINT
1	#38	Printer not working - Reception desk	Processing (assigned)	Client site - North	1 km 437 m	4 minutes 11 seconds	Yes
2	#40	Workstation setup - Central office	Processing (assigned)	Client site - Central	333 m	2 minutes 50 seconds	Yes
3	#39	Network switch replacement - Branch office	Processing (assigned)	Client site - East	4 km 924 m	10 minutes 35 seconds	Yes

Route detail: distance, duration and date at the top, the itinerary on the map, and the per-ticket breakdown (order, status, location, billing distance/duration) below.

GLPI Administration / Routes

Route #7 v2 **Completed** v2 — Completed v1 — Edited

Technician: Alex
 Distance: 5,414 km
 Duration: 13 minutes 59 seconds
 Date: 2026-08-08 09:15

Map

Tickets 2

ORDER	ID	TICKET	STATUS	LOCATION	BILLING DISTANCE	BILLING DURATION	EXECUTED WAYPOINT
1	#2	Recurring "Blue Screen of Death" (BSOD) on Dell Latitude Series	Processing (assigned)	Datacenter	333 m	2 minutes 50 seconds	No
2	#1	VPN Connection Failure - Authentication Timeout	Processing (assigned)	Backup Office	1,437 km	4 minutes 11 seconds	No

The version selector (top bar) on a route with two versions — "v2 — Completed" and "v1 — Edited".

7.3 Waypoint tab on the ticket

A ticket that has been visited within a route gains a **Waypoint** tab. It shows one card per trip made to that ticket, comparing the estimated, actual and billable figures described in section 2.4.

GLPI

Find menu

Assets

Assistance

Dashboard

Tickets

Create ticket

Problems

Changes

Planning

Statistics

Recurrent tickets

Recurrent changes

Management

Tools

Administration

Setup

Collapse menu

Home / Assistance / Tickets

+ Add

Search

Lists

Templates

Global Kanban

Tickets waiting for your approval

Search...

Super-Admin
...dad raiz (estructura en árbol)

Printer not working - Reception desk (38)

2/15

Ticket

Statistics

Approvals

Knowledge base

Items

Costs

Projects

Project tasks

Problems

Changes

Contracts

Historical

Waypoint

All

Waypoints details

Route #5

Miller Alex

2026-08-09

	ESTIMATED	REAL	BILLING
Distance	408 m	371 m	1 km 437 m
Time	1m:32s	5m:28s	4m:11s

The Waypoint tab on a ticket — Estimated / Real / Billing comparison for one visit.



Exporting data (CSV)

The export is launched from the **ticket list**, not from the Routes section:

1. Filter and select the tickets you want to report on.
2. Choose the **Export routes CSV** massive action.
3. Optionally set a **date range** to restrict the export to journeys made between those dates, or export everything.
4. Download the file.

The CSV contains one row per visit, with the route and its version, the position of the stop in the itinerary and whether it was marked as priority, the ticket and its title, the technician, start and end times, the four distance/time metrics from section 2.4, and the **time actually worked on the ticket**.

Two **summary blocks** are appended at the end of the file: totals **per technician** and totals **per day**, each with number of visits, distance, travel time, billable figures and time worked. This makes the file usable for invoicing without any further processing.

Durations are exported in **seconds** and distances in **metres**, deliberately: raw units are easier to aggregate in a spreadsheet than pre-formatted text.

The screenshot shows the GLPI interface with a sidebar on the left containing navigation links like 'Find menu', 'Assets', 'Assistance', 'Tickets', 'Problems', 'Changes', 'Planning', 'Statistics', 'Recurrent tickets', 'Recurrent changes', 'Management', 'Tools', 'Administration', and 'Setup'. The main area displays a 'Ticket list' with a table of tickets. A modal window titled 'Actions' is open over the table, showing a dropdown menu with 'Export routes CSV' selected. The table has columns: ID, TITLE, ENTITY, STATUS, LAST UPDATE, OPENING DATE, PRIORITY, REQUESTER - REQUESTER, ASSIGNED TO - TECHNICIAN, CATEGORY, TIME TO RESOLVE, and WAYPOINT - IN ROUTE. Three tickets are selected with checkboxes: 40 (Workstation setup - Central office), 38 (Printer not working - Reception desk), and 39 (Network switch replacement - Branch office). The bottom of the table shows 'Showing 1 to 15 of 39 rows'.

Three tickets selected in the ticket list, with "Export routes CSV" chosen from the massive action dropdown.

GLPI

Find menu

Assets

Assistance

Management

Tools

Administration

Users

Groups

Entities

Rules

Dictionaries

Profiles

Notification queue

Logs

Inventory

Geolocation

Routes

Setup

Home / Administration / Routes

Search

Lists

Search...

Super-Admin
...dad raíz (estructura en árbol)

AM

3 selected tickets

Filter by date (optional) — From

To

Generate CSV

Export everything (no date filter)

The optional date-range step — set a range and click "Generate CSV", or skip it with "Export everything".

waypoint_routes_20260809_213625.csv — Spreadsheet view																	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Route	Order	Ticket #	Title	Priority	User	Start date	End date	Actual distance (m)	Actual duration (s)	Log planned distance (m)	Log planned duration (s)	Route planned distance (m)	Route planned duration (s)	Sitting distance (m)	Sitting duration (s)	Work duration at ticket (s)
2	45 v1	1	38	Printer not working - Reception desk	Yes	Walter Alex	2026-08-09 16:33:34	2026-08-09 16:37:22	371	89	408	12	3414	839	1437	291	17
3	45 v1	3	39	Network switch replacement - Branch office	No	Walter Alex	2026-08-09 16:37:53	2026-08-09 16:44:02	356	94	3380	490	3414	839	4924	605	7
4	45 v1	2	40	Workstation setup - Central office	No	Walter Alex	2026-08-09 16:44:13	2026-08-09 16:49:39	1731	272	1731	272	3414	839	553	170	8
5																	
6	Summary by technician																
7	User	Visits	Actual distance (m)	Actual duration (s)	Sitting distance (m)	Sitting duration (s)	Work duration (s)										
8	Walter Alex	3	1458	452	6824	1106	85										
9																	
10	Summary by day																
11	Date	Visits	Actual distance (m)	Actual duration (s)	Sitting distance (m)	Sitting duration (s)	Work duration (s)										
12	2026-08-09	3	1458	452	6824	1106	85										

The resulting CSV: one row per visit (columns A-Q), followed by the "Summary by technician" and "Summary by day" blocks.