

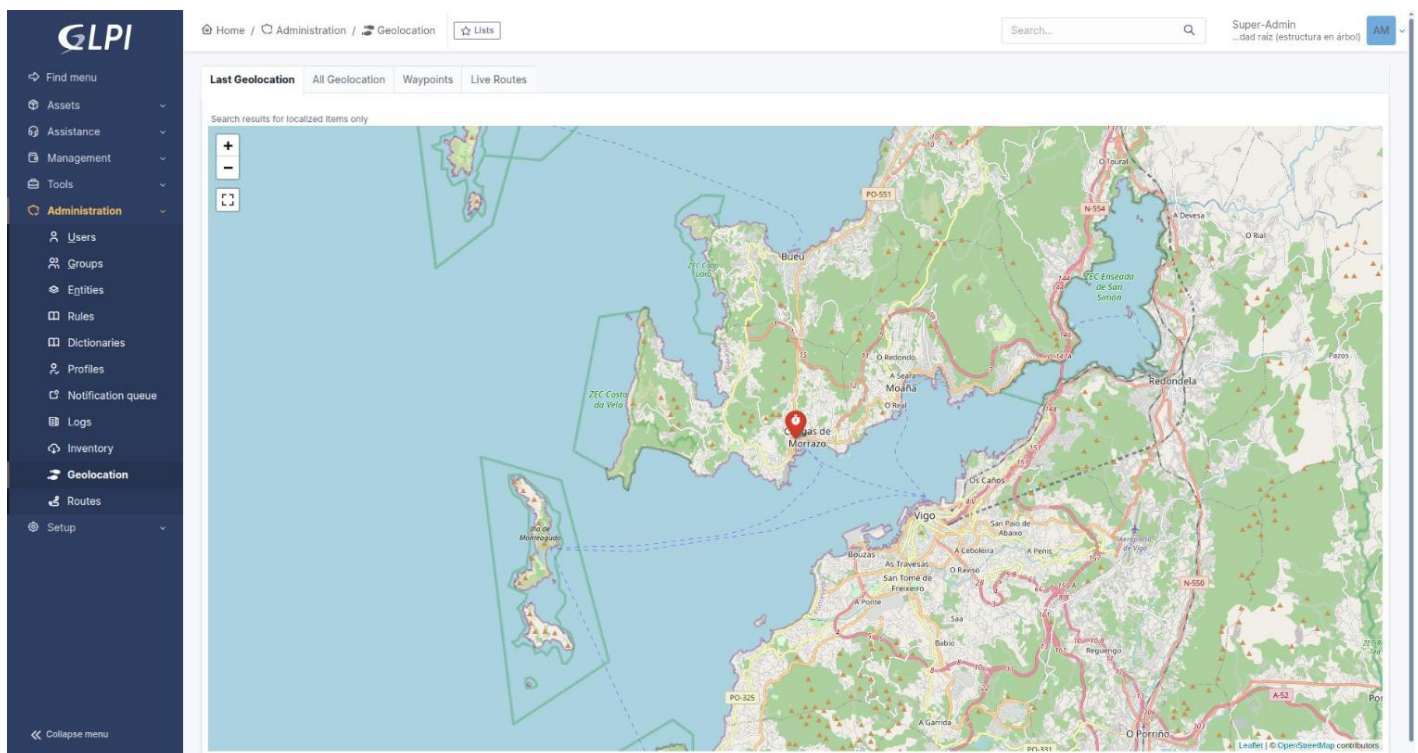
Daily use — supervisor (GLPI web)

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

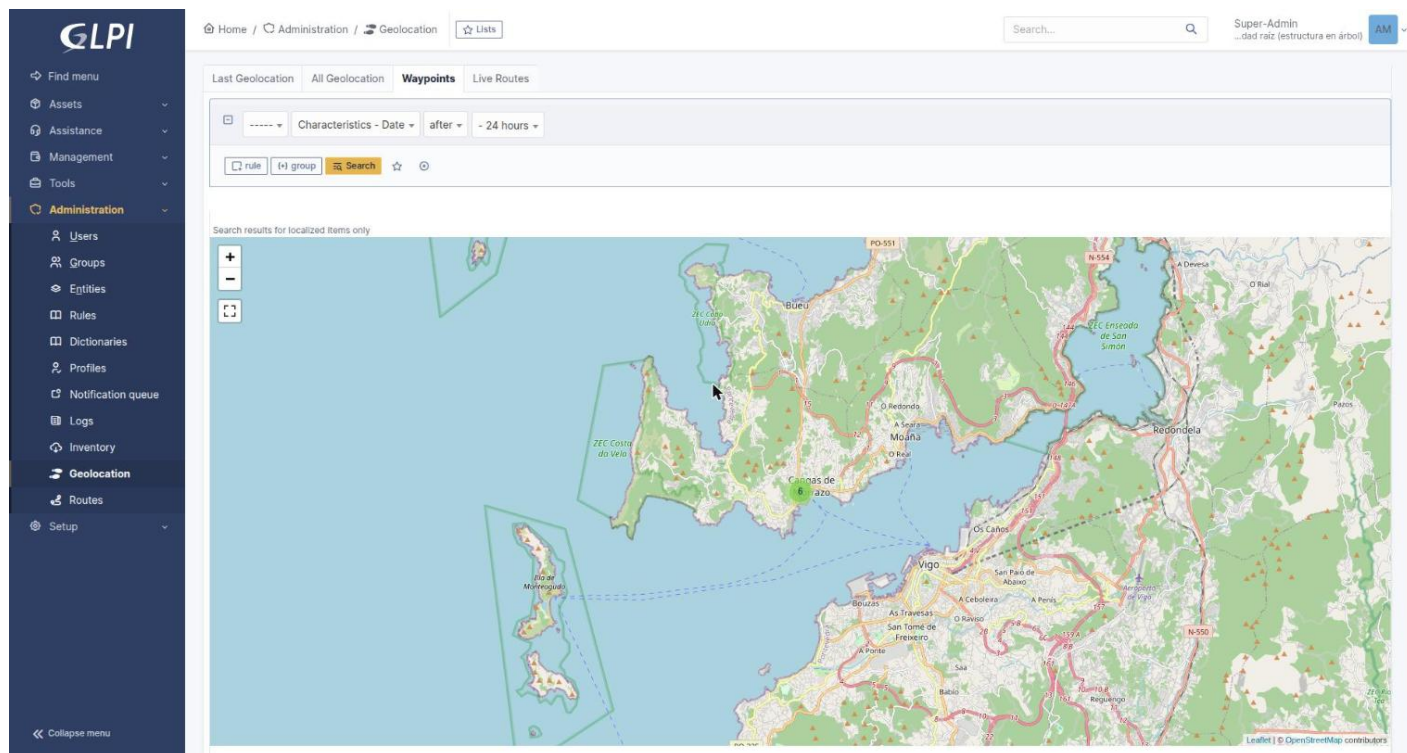
7.1 Geolocation

Focused on where technicians are. It has four tabs:

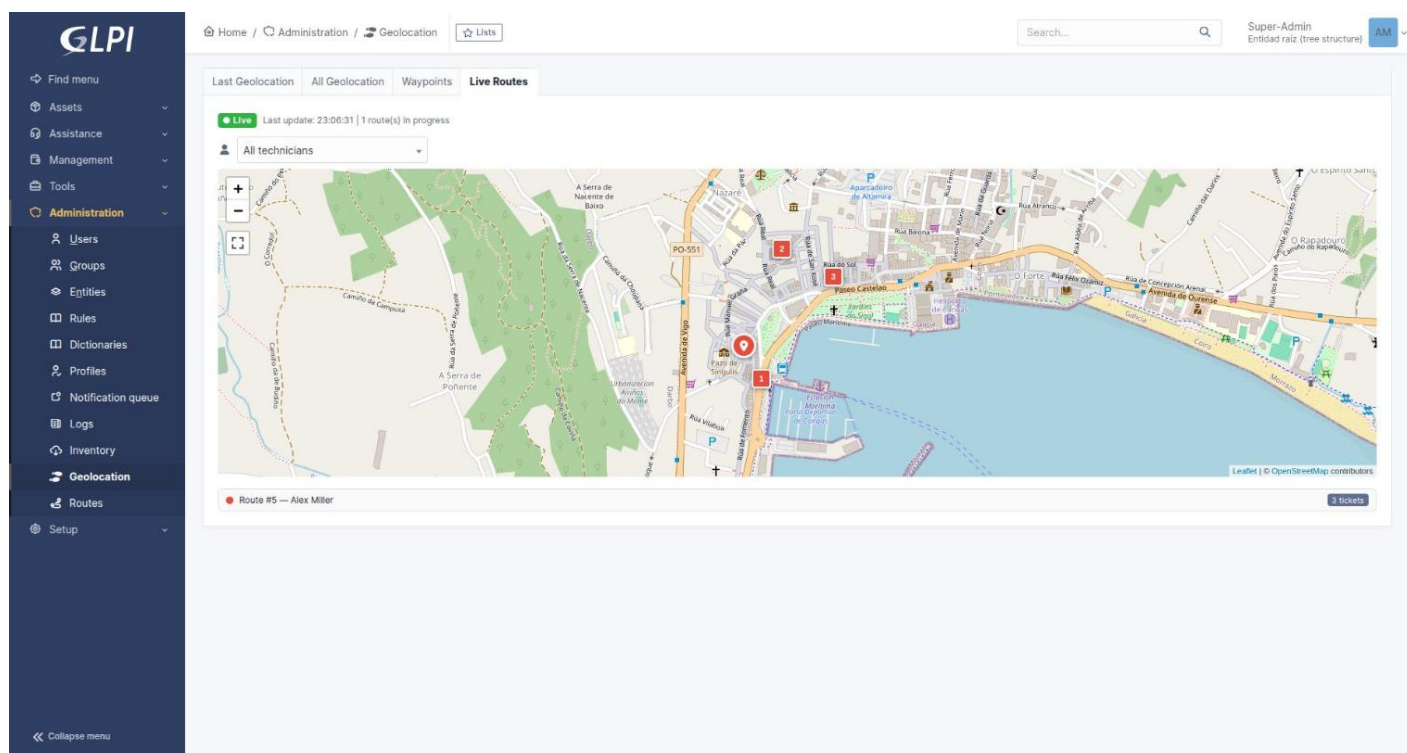
1. **Last Geolocation:** the most recent recorded position of each technician on an interactive map — where the team is right now.
2. **All Geolocation:** the full position history, using GLPI's standard search filters. Narrow the results by date range, technician, linked ticket or location, and export 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.



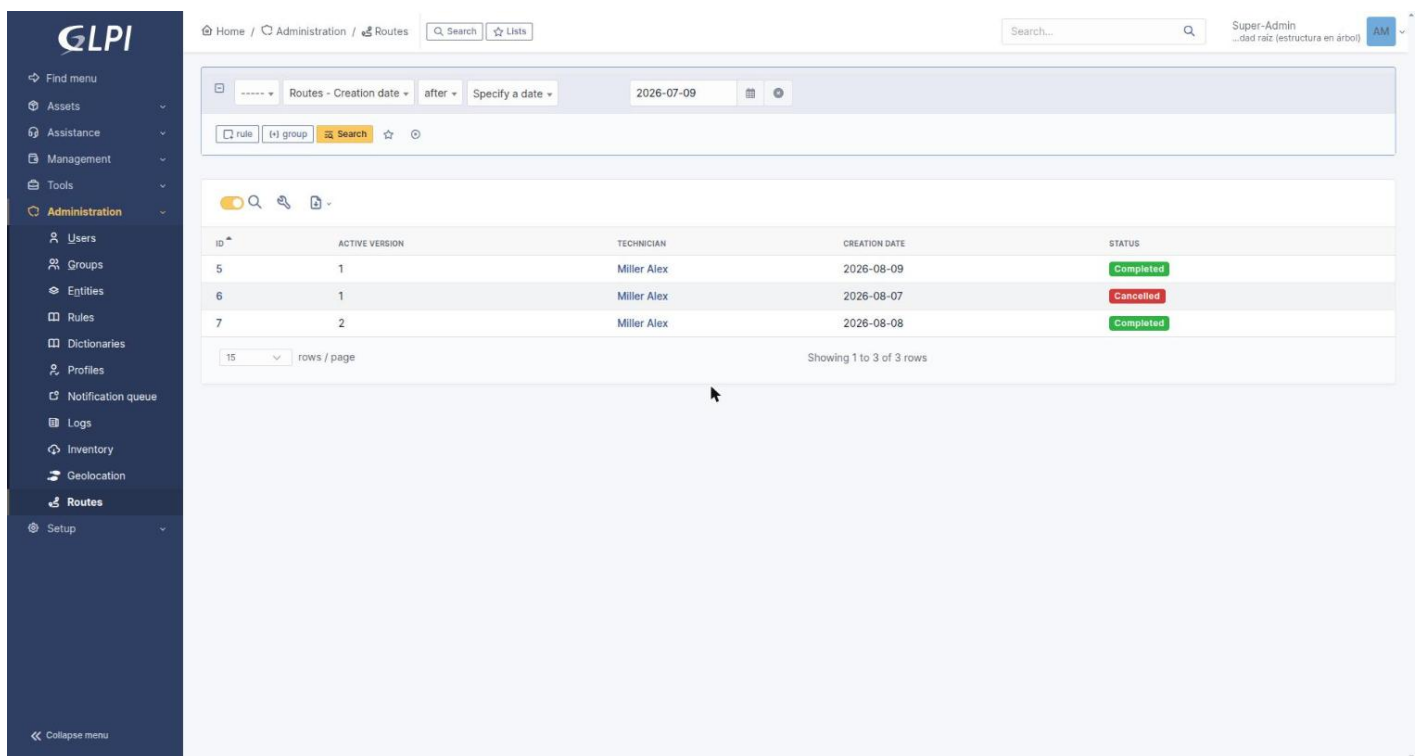
"Live Routes" with a technician actively running a route — the marker shows the current position, numbered pins are the remaining stops.

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 header shows the GLPI logo, navigation breadcrumbs (Home / Administration / Routes), a search bar, and user information (Super-Admin). The main content area features a table of routes with the following columns: ID, ACTIVE VERSION, TECHNICIAN, CREATION DATE, and STATUS. The table contains three rows of data, with the status column showing 'Completed', 'Cancelled', and 'Completed' respectively. The table is filtered by 'Routes - Creation date' and 'after' a date of '2026-07-09'. The bottom of the table shows 'Showing 1 to 3 of 3 rows'.

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

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

Q Search

☆ Lists

⌘ Templates

📅 Global Kanban

🔍 Tickets waiting for your approval

Search...

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

AM

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.