What's New: Appointments Map and Route Builder

10/08/2026 3:24 pm CDT

Overview

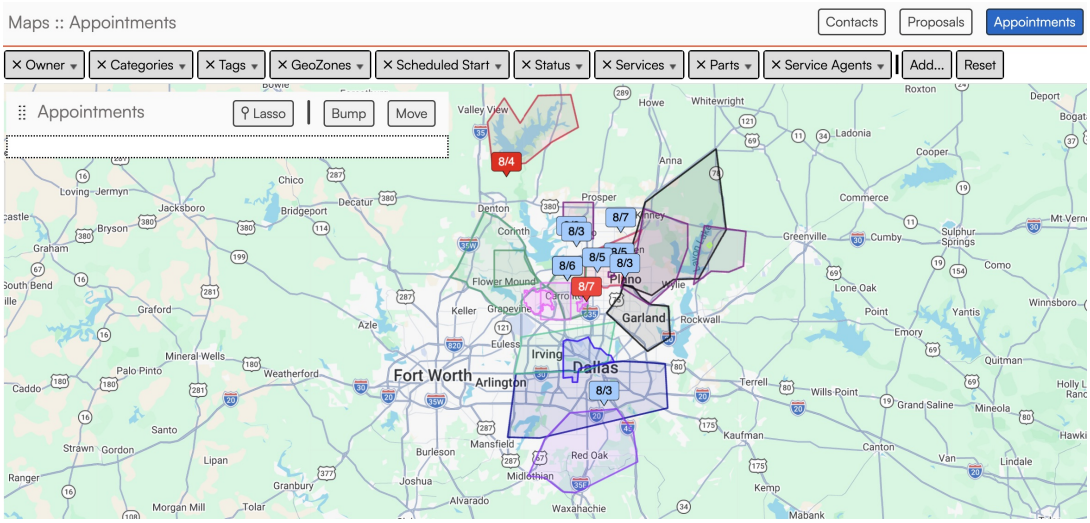
Your map just got a lot more useful. It now shows individual appointments (not just contacts), lets you bulk-reschedule straight from the map, and displays pins and tooltips that reflect real-time status. Route Builder also got two upgrades: it's easier to build several routes back-to-back, and new routes start smarter when an agent already has appointments on the books.

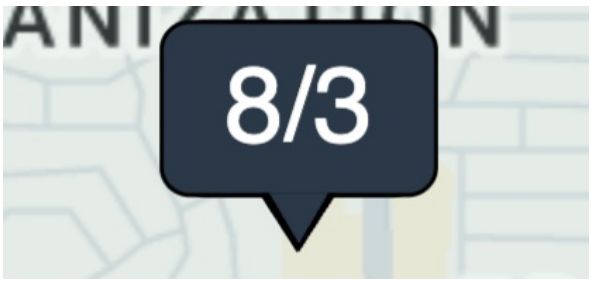
Learn more about these changes in their corresponding articles:

- Maps and GeoZones
- Building and Optimizing Routes with Fleet Routing

The Appointments Map now shows appointments, not just contacts

The map now plots individual appointments, with the **date displayed right on the pin**. That makes it much easier to spot scheduling gaps or overlaps at a glance, especially when you're thinking in terms of GeoZones and routes rather than just where your contacts live.

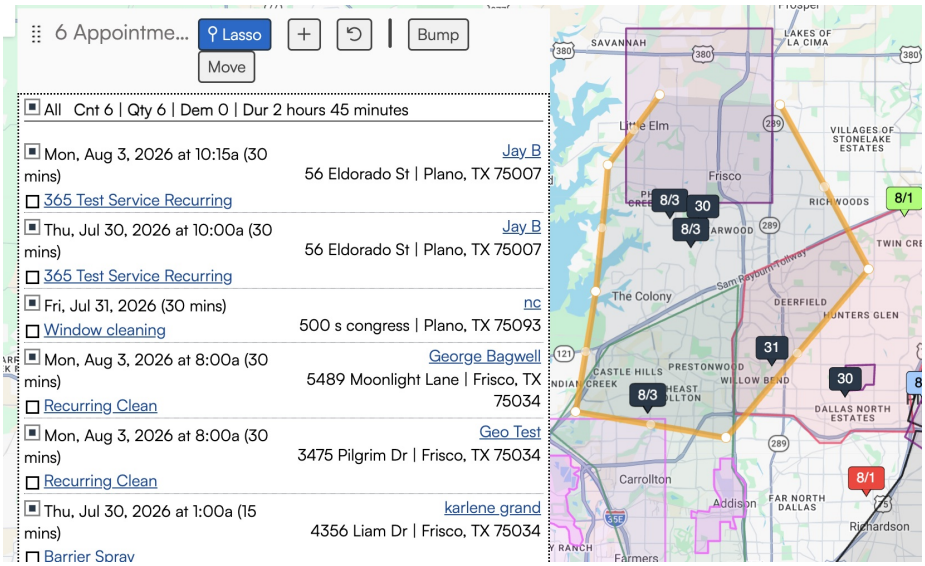




There are two ways to get here. From **Calendar > Week View**, click the **Maps** shortcut to jump straight into that week's appointments on the map. Or go to **Maps > Appointments** and use the **Scheduled start** filter to narrow the view to whatever period you want to visualize — last month, next week, a custom range, whatever you need.

Bulk-reschedule appointments right from the map

Lassoing a group of appointments on the Appointments Map now does more than just select them — it lets you bump or move the whole group together. If you've ever needed to shift a batch of stops because a route or geozone assignment changed, this replaces what used to be a slow, one-by-one process.



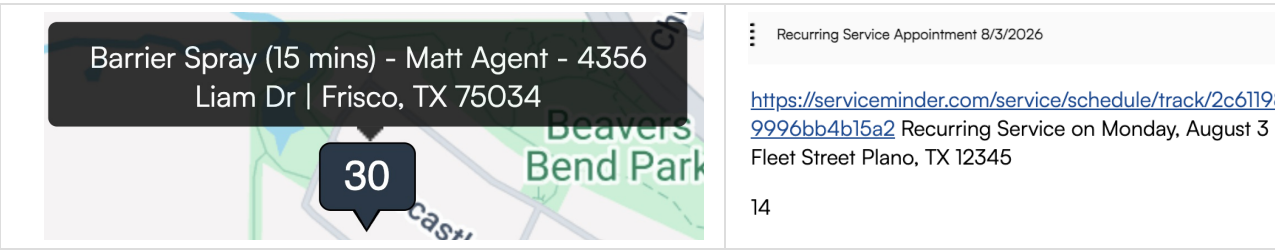
This is a different lasso than the one in Route Builder: this one reschedules appointments in place, while the Route Builder lasso (covered in Route Optimization and Fleet Routing) selects appointments to build a route.

Pins and tooltips tell you more at a glance

Pins in the Day View Calendar map and Route Builder map are now dynamic and reflect what's actually going on with each appointment:

- **Service color** — the pin matches the appointment's service color.
- **Queued** — appointments waiting to be routed show a dotted pattern.
- **Routed** — stops that are part of a committed route show their sequence number, colored by team.
- **Home office** — your home base shows as a white pin.

Tooltips and InfoZooms are now clickable, too — click one to jump straight into the appointment, proposal, or contact behind it instead of hunting it down separately.

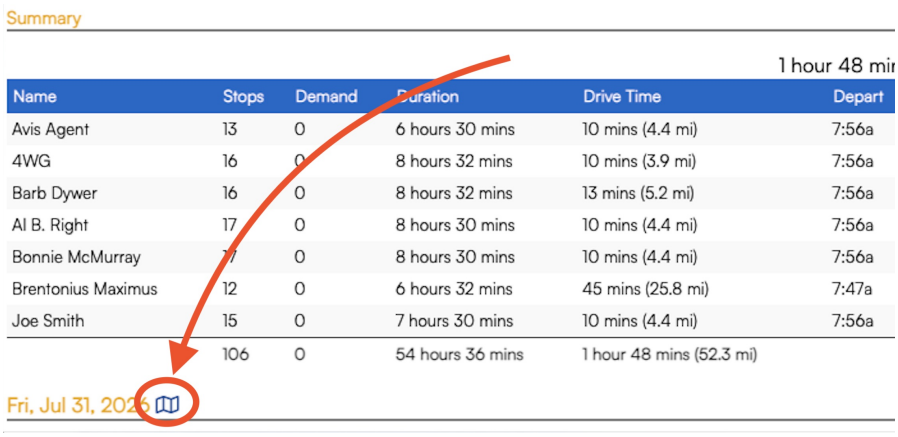


If you're an admin, you can configure what these tooltips show. Go to **Control Panel** to set up templates for Appointments, Contacts, and Proposals. Brands managing multiple locations can push a standard template out to every location using the deploy tool, so every location's maps stay consistent without manual setup at each one.

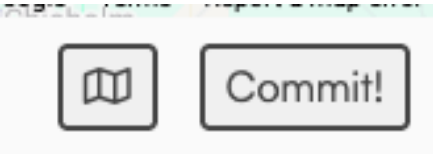
Build routes back-to-back without refreshing

When you're building multiple routes in one sitting, you no longer need to refresh the page between them.

After you optimize a route, use the on-map button to view just that solution — it hides everything else so you can review the stops on their own.



A second button brings you back to the full map with everything committed so far, ready for you to lasso the next batch and build another route.



Repeat as many times as you need.

Routes now start from where your agent actually is

When you optimize a route for an agent who already has appointments assigned, the routing engine now uses the coordinates of their last appointment as the starting point for the rest of the route — instead of just defaulting to their general starting location. That means routes are more realistic right out of the gate when you're working with a mix of already-scheduled and queued appointments.

You can always adjust the result afterward by dragging and dropping stops, or re-running **Optimize** if you want to fine-tune anything manually.