Awaiting Authorisation

Any Work Order that requires Authorisation will be locked, the User will not be able to perform any Agent Actions until this has been authorised. The screen shot below shows a Work Order that has been locked waiting to be authorised.

🔒 **Helpdesk Work Page - Reactive - 6180426**   1.03 - Pending acceptance

The Event where the Work Order went into authorisation also contains who the Work Order is with to be authorised, whether that be with one or more Profiles. New Events will appear once a Work Order gets authorised by the relevant profiles.

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