

Completing RFI's

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Some Work Orders will have RFI's associated that need to be performed at certain stages of the Work Order's life cycle. They can occur during Creation, Start Job, Stop Job and once the Work Order has been completed. Below is an example of an RFI:

The screenshot shows a web form titled "Perform RFI". At the top, there is a text input field labeled "Building" containing the value "142". Below this is a dropdown menu with "142" selected. The form is divided into two main sections: "Categories" and "Answers".

Categories Table:

Nº	Category	Status
1	Call-in	Pending

Answers Table:

Nº	Question	Status
1	Description of Fault	Pending
2	Is the issue Affecting Trade?	Pending
3	Site access times	Pending

Below the "Answers" table, there is a section for "Description of Fault" with a text input field and buttons for "Accept", "Clear", and "Help". Below that is an "Answer" section with a large text input field. At the bottom right of the form are "Submit" and "Cancel" buttons.

All that is required is for the questions to be answered and, once they have all been answered, click "Submit" to proceed with the Work Order. If a mistake was made upon filling out the RFI then the User can then edit the RFI on the Work Order from the Agent Actions.

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=262>