# Work Order Information - Reactive, Quote, PPM and Audit Introduction

Wed, Jan 17, 2024 Work Order Information - Reactive, Quote, PPM and Audit

This is the second section. The Work Order Information section shows the main details which make up this Work Order. This screen is split into different blocks, which each contain information relating to different aspects of the Work Order, from finance, to locations, to linked Work Order details.

1. The main body of the Helpdesk Work Page will show all information created against this Work Order number. These cover the Building, Caller, Type and Symptom, Reason Code, Assets and Resource Allocation & schedule information. Note: The Attendance By calculation takes both the Building and Resource availability into account, so even if the Building is unavailable as long as the resource is available then the time will still count. It will only stop when both the Building and Resource are closed/unavailable.

2. Any documents applicable to this Work Order number will also be shown here.

3. All finance information will be shown at the bottom of the Helpdesk Work Page. This will include, the accrual, and any capital budget codes.

**Note:** Use the Chevrons to minimise and maximise each section for ease of viewing.

**Note**: Hover over the "i" to display further information on how the finance fields have been calculated. These will only be present if the User has access to the Resource Grouping the Resource on the Work Order is a part of (if applicable). If they do not have access, the "i" will not be present.

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## Notes History

Online URL: https://ostarasystems.knowledgebase.co/article.php?id=264