Call Out Actions - Reactive, Quote, PPM, Audit

📅 Wed, Jan 17, 2024   📁 Work Order Process Flow

Call Out Actions are all accessible through the 'Call Out Action' button on the Helpdesk. The Actions available when Call Out is performed is dependent on the status of the Work Order. Each Call Out Action (once complete) will show as an Event in the right-hand Events window within the helpdesk. This makes for both quick reference against all actions performed for the specific Work Order number but also acts as a permanent record for audit history and reporting.

Online URL: https://ostarasystems.knowledgebase.co/article.php?id=267