Call In Actions - Reactive, Quote, PPM, Audit Introduction

Wed, Jan 17, 2024 Call In Actions - Reactive, Quote, PPM, Audit

Call In Actions are all accessible through the ‘Call In Action’ button on the Helpdesk. The Actions available when Call In is received is dependent on the status of the Work Order. Each Call In 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 but also acts as a permanent record for audit history and reporting.

Request Additional Engineers

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