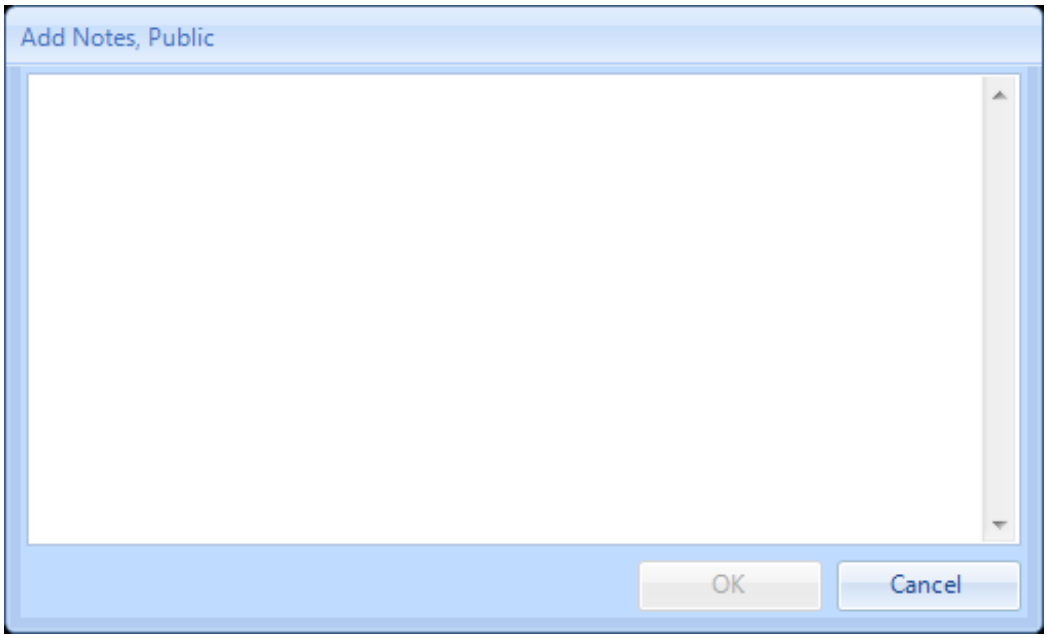
Add Notes - Public

Wed, Jan 17, 2024 Agent Actions - Reactive, Quote, PPM, Audit

This section of a Work Order is where the User can add any additional information which has been provided to add extra clarity to the requirements of the Work Order. This is done using the Add Notes > Public action. Public notes are notes that can be seen by all Users such as Clients and Resources.

1. From the Agent Actions menu, choose Add Notes and select Public.

2. Enter the required text in the text box and click OK.



3. Once created, the Public notes will be added to the Notes History (in the correct colour) and to the Add Notes event.

Online URL: https://ostarasystems.knowledgebase.co/article.php?id=276