

Amend Start and Stop Times

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

There may be occasions when the User needs to amend the Start and Stop Times that have previously been set against a Work Order. This can be done via the following steps:

1. Find the Work Order by using the [Quick Search](#) button.
2. From the Agent Actions menu select "Amend Start and Stop Times". The following screen is then presented:

Rate Group	Approved Engineers	Attending Engineers
Default	1	1

Note: If there was more than one attendance on the Work Order, then a list of all attendances will be displayed firstly. All that is required here is for the user to select the desired attendance before the above screen is displayed.

Start Time	End Time
16/09/2014 13:30	16/09/2014 14:03
13/11/2014 14:09	13/11/2014 14:12

