## ETA Provided

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

Once a Work Order has been accepted by a Resource the User will want to know the ETA for their attendance at site. If an ETA is provided by the Resource the User can update the Work Order via the following steps:

1. Click Agent Actions on the ribbon menu then ETA Provided. This ETA Provided screen will pop up

ETA Provided		
ETA	Change ETA	
this is a freeform text field ETA.	I to identify the person providing the ETA along with any additional information pertinant to the	*
	OK	

2. If the User wants to change the ETA as it differs from the ETA set on the schedule click the change ETA button. This will then take the User to the scheduler screen.

3. This will record a new event of "ETA Provided". If the User clicks on this the details and notes will show in the bottom section of the Events.

Event »				
Outcome	Date			
Agent - ETA Provi	15/02/2013			
Agent - Accepted	14/02/2013			
Agent - Assigned	14/02/2013			
Agent - Resource	14/02/2013			
Agent - Work Ord	14/02/2013			
Event	ETA Provide	ed		
Outcome	Agent - ETA	Provided		
Date 15/02/2013		09:56		
Event Creator	Ostara Test	1.5.00		
ETA	15/02/2013 16:00			
Notes this is a freeform text		etorm text f		

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