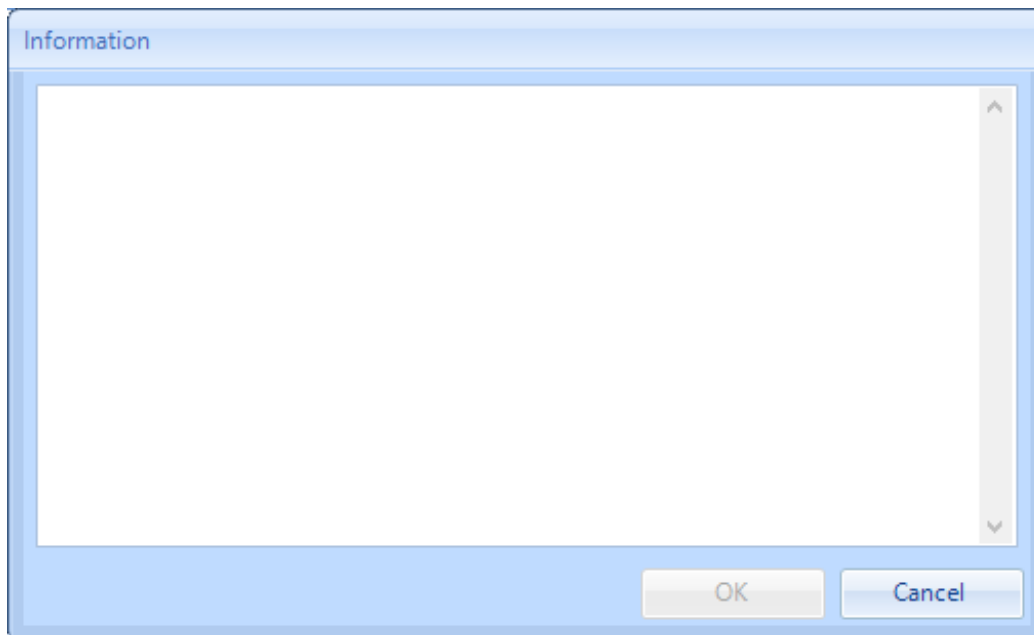


# Information

📅 Wed, Jan 17, 2024    📁 [Agent Actions - Reactive, Quote, PPM, Audit](#)

This is a freeform field which can be used to provide any additional information relating to the Work Order. This would normally be used to add additional information to a call out or call in action, or as the result of an email or fax being received.

1. From the Agent Actions menu, choose Information.
2. Enter the required text in the text box and click OK.

A screenshot of a software dialog box titled "Information". The dialog box has a light blue header bar with the title "Information" in a darker blue font. Below the header is a large, empty white rectangular area, which is a text input field. To the right of this area is a vertical scrollbar. At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel". The "OK" button is slightly lighter than the "Cancel" button.

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=295>