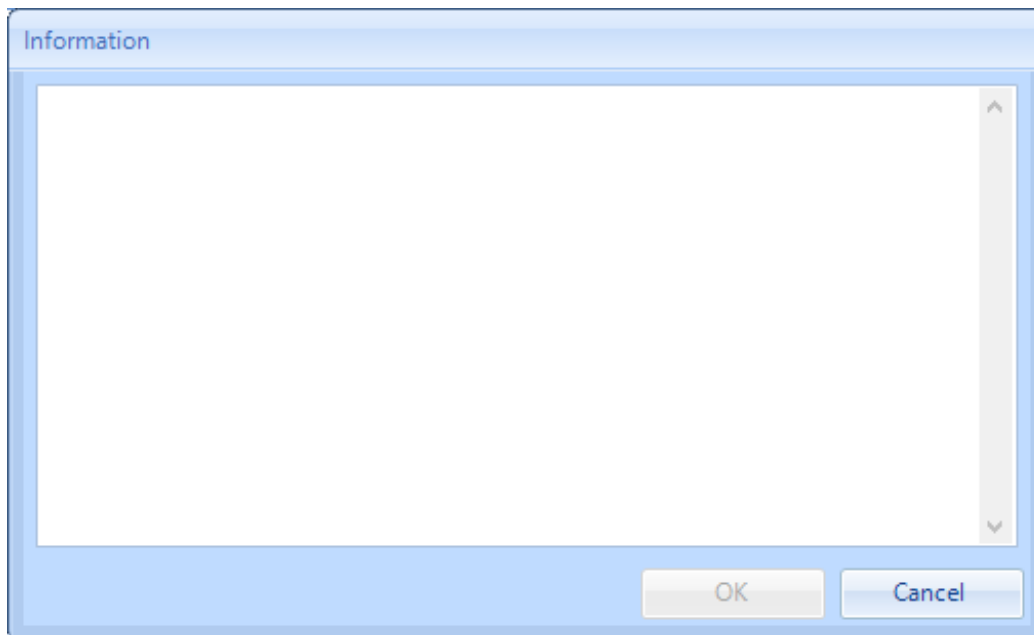


Information

📅 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 border and a white background. Inside, there is a large, empty text area with a vertical scrollbar on the right side. At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel".

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