No Answer

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

When undertaking a Call Out Action, it is possible to show that there was No Answer at the Resource if needed. This is done by selecting the No Answer option, and then follow these steps:

1. From Call Out actions, select Resource and the name of the person that is being contacted. This will automatically populate in the Callee Details field.

2. The Callee Details can be changed by clicking on the drop down arrow. This will allow the User to select from the list of contacts set up on the Resource, the User can either select one of these or add a new one.

3. From the Actions button select No Answer.

4. Once all details have been completed click on the "OK" button to be taken back to the Work Order Detail screen.

No Answer		
Callee Details	21st Century Lifts - Service Helpdesk, Service Callout, 0844 123 4567	
Resource Reference	DEM012345	
this is a freeform field w	here the user can record any infomation that may be relevant.	*
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	Actions OK Cance	

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