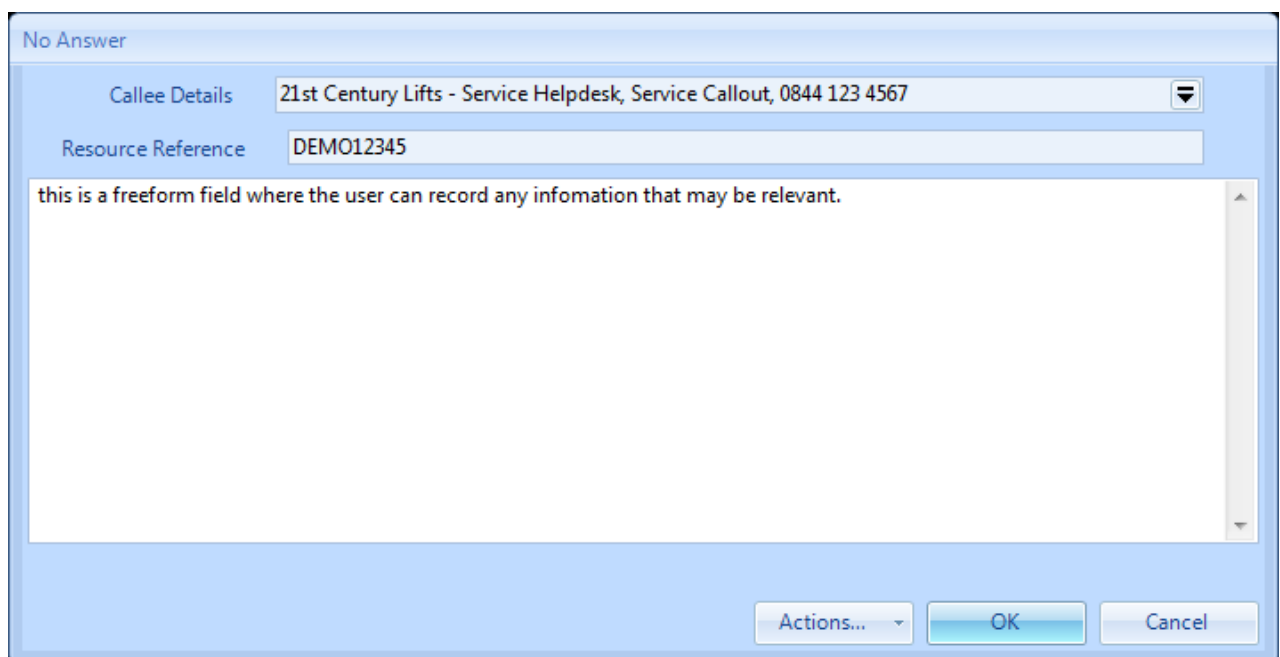


No Answer

📅 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.



The screenshot shows a dialog box titled "No Answer". It contains two input fields: "Callee Details" with the text "21st Century Lifts - Service Helpdesk, Service Callout, 0844 123 4567" and a dropdown arrow, and "Resource Reference" with the text "DEMO12345". Below these fields is a large text area containing the placeholder text "this is a freeform field where the user can record any information that may be relevant.". At the bottom right of the dialog box are three buttons: "Actions..." with a dropdown arrow, "OK", and "Cancel".

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=299>