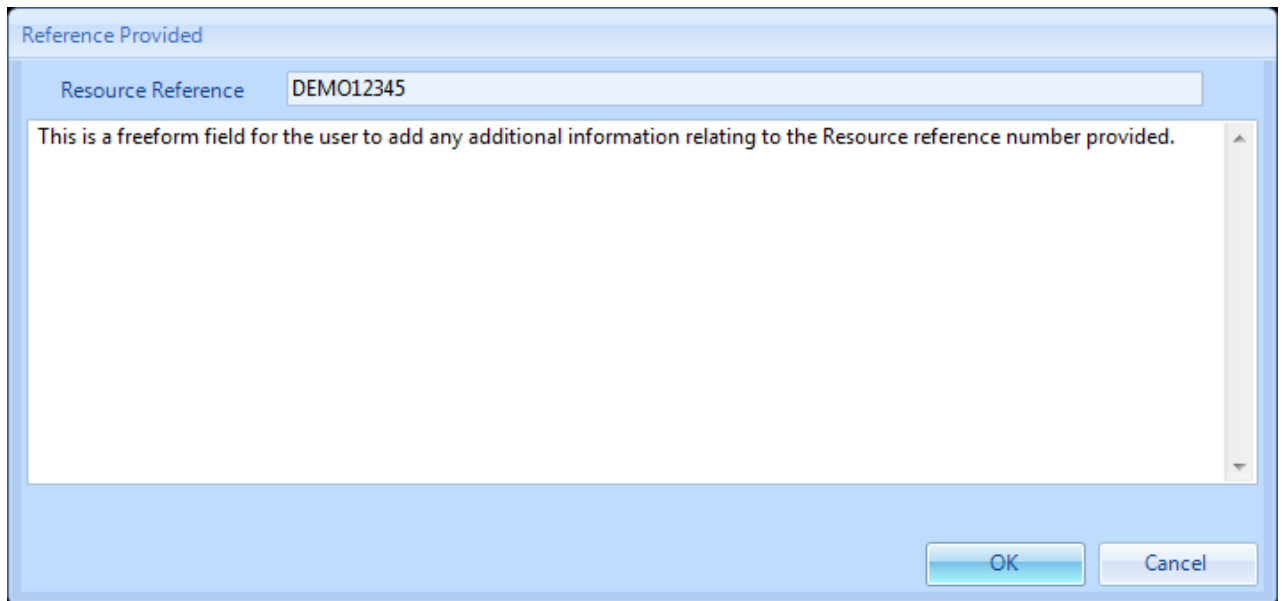


Reference Provided

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 their reference for any work carried out. If a reference 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 Reference Provided. The Reference Provided screen will pop up:



Reference Provided

Resource Reference DEMO12345

This is a freeform field for the user to add any additional information relating to the Resource reference number provided.

OK Cancel

2. Once any reference has been detailed with any additional information added in the notes section click the "OK" button to proceed. Clicking Cancel returns the User back to the Helpdesk Work Page.
3. This will record a new event of "Reference Provided". If the User clicks on this the details and notes will show in the bottom section of the Events.

Event		>>
Outcome	Date	
Agent - Reference Provided	15/02/2013	
Agent - ETA Provided	15/02/2013	
Agent - Accepted - No ETA...	14/02/2013	
Agent - Assigned by Email	14/02/2013	
Agent - Resource Allocated...	14/02/2013	
Agent - Work Order Created	14/02/2013	
Event	Reference Provided	
Outcome	Agent - Reference Provi...	
Date	15/02/2013 10:05	
Event Creator	Ostara Test	
Reference	DEMO12345	
Notes	This is a freeform field...	

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=302>