

Helpdesk Work Page Introduction

Wed, Jan 17, 2024 Helpdesk Work Page

The Helpdesk Work Page, or Work Order Detail screen shows all the information and activity against a Work Order number. This includes who the original Caller was, what the current status of the job is, all events against the Work Order number and much more. Events show a lot of detail on what has happened on the Work Order. By clicking an Event, it is possible to see the details and what the Event is. There are a lot more activities which could take place before the work is complete.

The screenshot displays the 'Helpdesk Work Page - Reactive - 7848749' interface. The page is divided into several sections:

- WO List:** A table with columns for WO No, Age, and Status. It shows one entry: 7848749, 1d 2:09, 2.00.
- WO: 7848749:** A detailed view of the work order. It includes fields for Building (142 - ABBEYDALE, Glevum Shopping Centre, Heron Way, ABBEYDALE, Gloucestershire, GL4 4FF, England), Caller (Group Security Director, Alison Hudson, 07973 805095, alison.hudson@plc.co.uk), Types (LIFT, Lifts, Less Abled Lift), Symptom (Button Stuck), Reason Code (Wear and Tear Breakdown), and Quantity Code.
- Creation Notes:** A section for notes and a history link.
- Resource Allocation and Schedule:** A section for resource management. It shows Resource (Internal Tier 1 Resource (INT116)), Reference, Actual, SLA Derived, Attendance (before 13/11/2014 19:00), Attendance By, Required Fix, Fix By, ETA, and Temp Fix By.
- Locations:** A table with columns for Level, Area, Location, and Location Extra. It shows Ground Floor, External, and Common Area.
- Finance:** A section for financial data. It includes Capital Budget Code, Status (Work order not invoiced), Total Paid (net) (£0.00), AOV (£166.00), Approved (net) (£0.00), and Total Calculated Cost (£0.00).
- Event:** A table listing events. It has columns for Outcome and Date. The events listed are: Website - Accepted - No ET... (11/11/2014), Agent - Automatic Action E... (11/11/2014), Agent - Assigned by Email (11/11/2014), Agent - Resource Allocated... (11/11/2014), Agent - Resource Unable to... (11/11/2014), Agent - Accepted - No ETA... (11/11/2014), Agent - Assigned by Email (11/11/2014), Agent - Automatic Action E... (11/11/2014), Agent - Resource Allocated... (11/11/2014), and Agent - Work Order Created (11/11/2014).

At the bottom right of the interface is a 'Close' button.

Clicking on the Agent Actions button will provide the User with a drop down of all possible actions depending on the state of the Work Order selected. These are detailed throughout the subsequent pages.

[Work Order List](#)

[Work Order Information - Reactive, Quote, PPM and Audit](#)

[Work Order Information - Purchasing](#)

[Work Order Building Information](#)

[Work Order Events](#)

[Awaiting Authorisation](#)

[Completing RFI's](#)

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