

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.

Helpdesk Work Page - Reactive - 7848749 2.00 - Pending attendance

WO List

WO №	Age	Status
7848749	1d 2:09	2.00

WO: 7848749 2.00 - Pending attendance Building Notes Notifications

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

Quantity Code:

Creation Notes History

Resource Allocation and Schedule

Resource	Internal Tier 1 Resource (INT116)	Reference
Actual		SLA Derived
Attendance	before 13/11/2014 19:00	Attendance By
Required Fix		Fix By
ETA		Temp Fix By

Locations

Level	Area	Location	Location Extra
Ground Floor	External	Common Area	

Finance Revenue

Capital Budget Code	Status
	Work order not invoiced
Total Paid (net)	£0.00
Approved (net)	£0.00
AOV	£166.00
Total Calculated Cost	£0.00

Event

Outcome	Date
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
Agent - Work Order Created	11/11/2014

Event

Event	Accept Job
Outcome	Website - Accepted - N...
Date	11/11/2014 15:02
Event Creator	Client Resource

Work Order List

Close

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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