

# Completing a job

📅 Wed, Jan 17, 2024    📁 ATAS

When completing a job, the first thing asked is if a revisit is required. If a revisit is required then press 1, if no revisit is required press 2 and if some assistance is required then press 0. If option 2 is selected, the Work Order is updated and the system ends the call.

Selecting option 0 performs the same generic action and provides the helpdesk number.

If option 1 is selected, Users are then asked if a temporary fix or partial solution is in place. The options are the same as the previous step:

Press 1 for yes

Press 2 for no

Press 0 for assistance

Selecting either option 1 or option 2 will prompt the next message asking the caller to confirm why a revisit is required. The options are as follows:

Press 1 for parts

Press 2 for equipment

Press 3 for resource

Press 4 for time constraint

Press 5 for quote required

No matter what option is selected, a message to confirm whether an ETA is required. The options are as follows:

Press 1 for yes

Press 2 for no

Selecting option 2 will bypass the ETA submission point and the User will be informed that the Work Order has been updated. A reminder that the white copy of the Permit To Work sheet is for the contractor and that a copy should be included with the invoice is also given.

If option one was selected, a message to confirm the ETA of the revisit date is prompted.

One of the following options must be chosen:

Should the ETA be today, Press 1

For tomorrow, Press 2

For a future date, Press 3

For assistance, Press 0

Selecting option 0 performs the same generic action and provides the helpdesk number.

Selecting option 1 takes the caller straight to the confirmation stage by repeating to the estimated time and today's date.

Selecting option 2 takes the caller straight to the confirmation stage by repeating the estimated time but with tomorrow's date instead.

Selecting option 3 will provide a prompt to enter the date of the arrival. This date should be entered in a 6-digit format starting with the day, then the month and finally the year. For example: if the date is 10<sup>th</sup> October 2012, it should be entered as 101012.

Finally, once a date has been selected, the User is informed that the Work Order has been updated. A reminder that the white copy of the Permit To Work sheet is for the contractor and that a copy should be included with the invoice is also given.

Finally, the system will say thank you for using the system and end the call.

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=419>