3.10 - Attendance Started
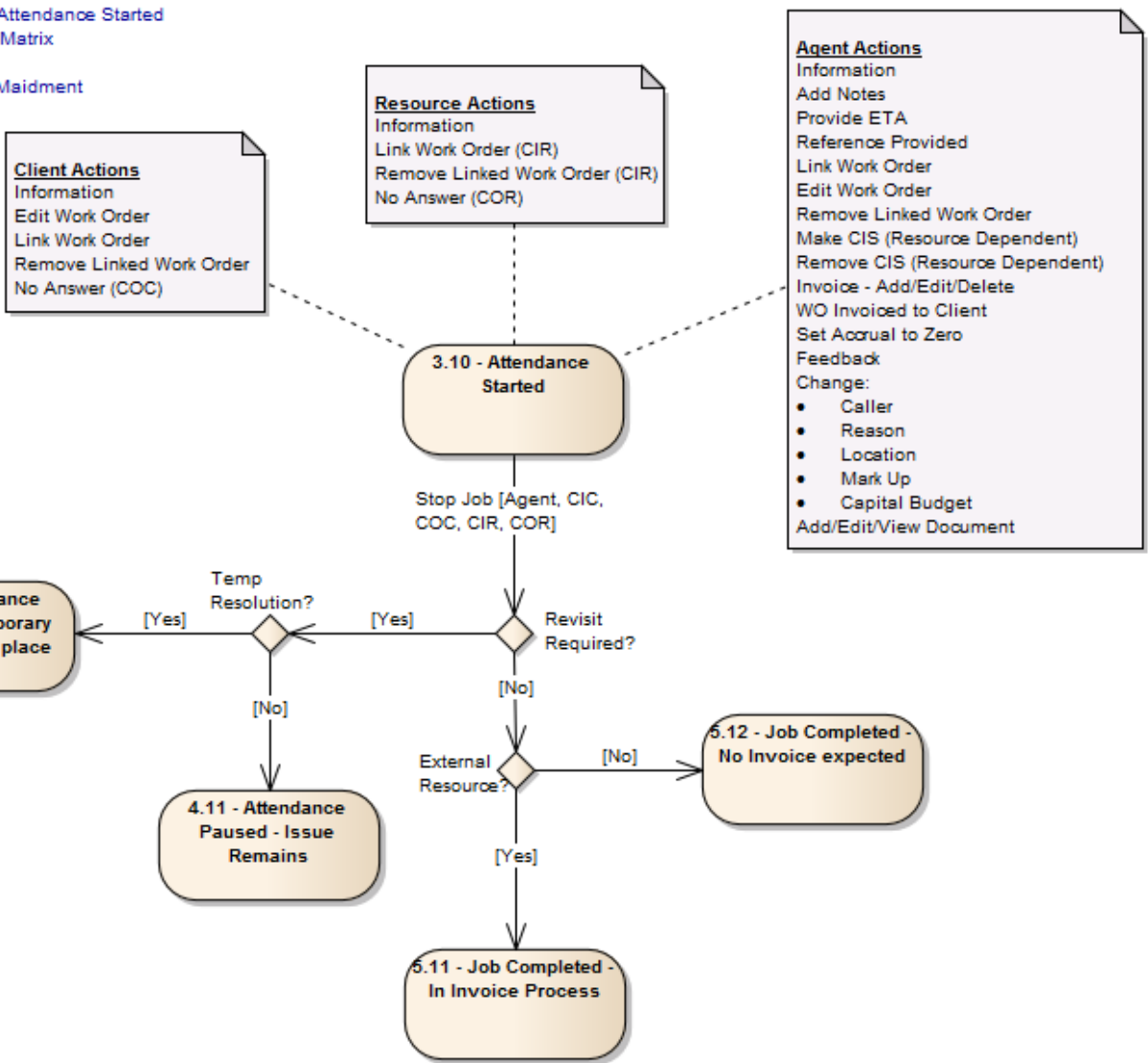
Name: 3.10 - Attendance Started
Package: Quote Matrix
Version: 1.0
Author: Janet.Maidment

Client Actions
Information
Edit Work Order
Link Work Order
Remove Linked Work Order
No Answer (COC)

Resource Actions
Information
Link Work Order (CIR)
Remove Linked Work Order (CIR)
No Answer (COR)

Agent Actions
Information
Add Notes
Provide ETA
Reference Provided
Link Work Order
Edit Work Order
Remove Linked Work Order
Make CIS (Resource Dependent)
Remove CIS (Resource Dependent)
Invoice - Add/Edit/Delete
WO Invoiced to Client
Set Accrual to Zero
Feedback
Change:
- Caller
- Reason
- Location
- Mark Up
- Capital Budget
Add/Edit/View Document

3.10 - Attendance Started

Stop Job [Agent, CIC, COC, CIR, COR]

Temp Resolution?

Revisit Required?

4.10 - Attendance Paused - Temporary Resolution in place   [Yes]   [Yes]

[No]

[No]

4.11 - Attendance Paused - Issue Remains

External Resource?   [No]   **5.12 - Job Completed - No Invoice expected**

[Yes]

5.11 - Job Completed - In Invoice Process