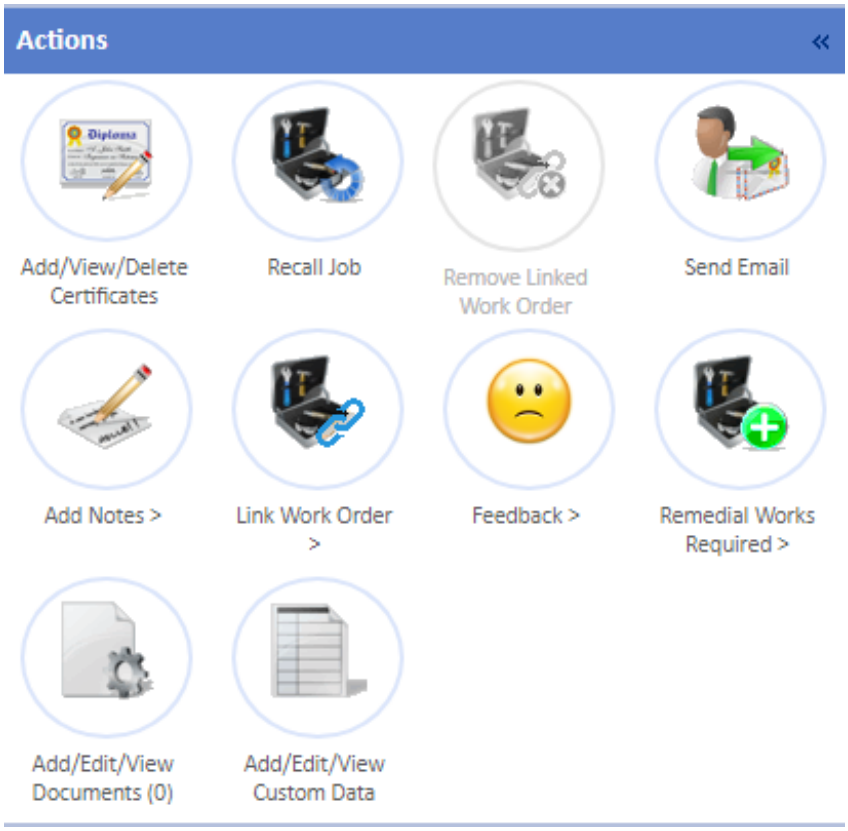
Recall a Job

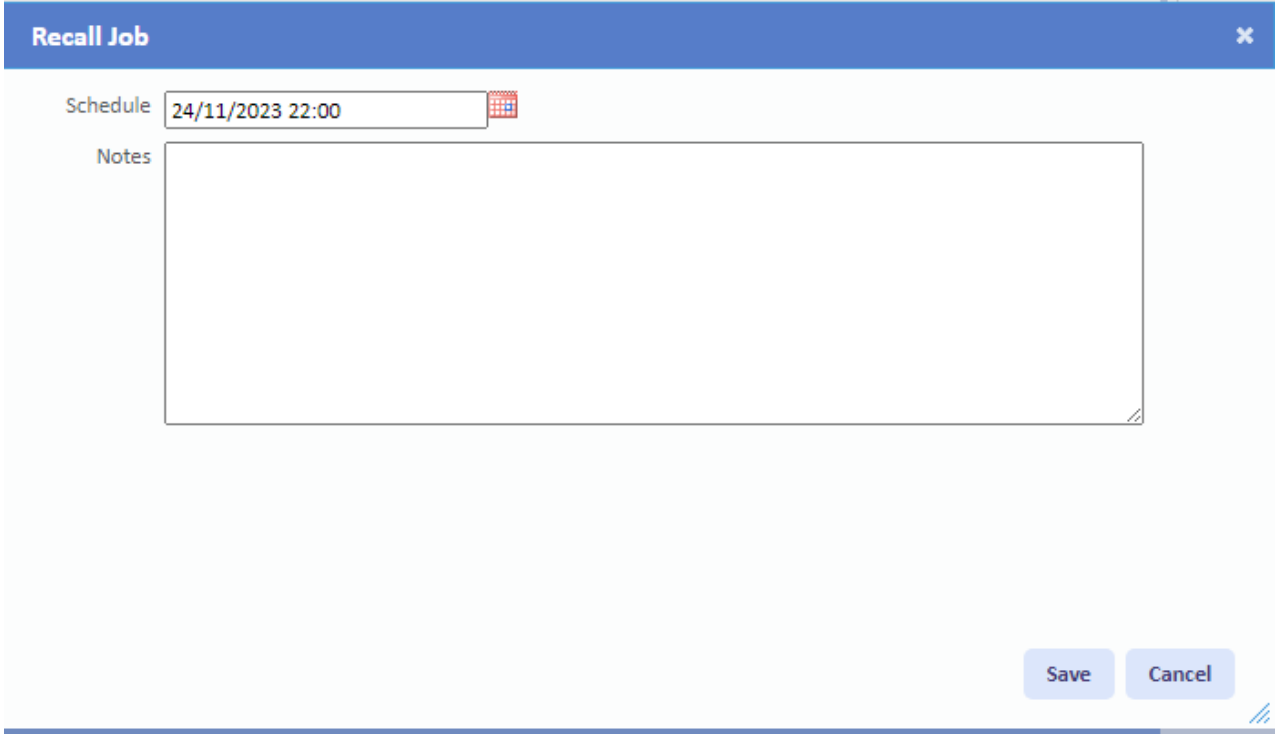
Fri, Jan 19, 2024 Job Detail Actions

There may be the occasion when the User needs the Resource to come back to a job a particular reason,, this may be if the work completed has not resolved the fault, or if the fault has returned after a short period of time. This can be done using the "Recall Job" action

1. On the Job Detail screen, select the "Recall Job" button to display the Recall Job pop up.



2. To recall a job, a Priority must be selected. The list of priorities to choose from are the same as the list located in the Create Job Tabprocess. After selecting a Priority, provide a note in the Notes fields. Once done, click "Save" to perform the recall. The job will then move back a status of "Pending assign - recalled".



Note: When recalling a job, the job will be assigned depending on the permissions that the User, performing the recall action, has assigned to them. Only the assignment of the job will be affected. If the User has the permission to assign a job via email and the Resource is set up to auto accept jobs then the job will accepted as expected.

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