

Work Order Actions

📅 Wed, Jan 17, 2024 📁 [Table of Permissions](#)

Permission Name	Associated Category	Purpose	Dependencies
Can Accept Job	Work Order Actions	Ability to accept the currently selected job. Enables Accept Job option in the Agent, Call In and Call Out drop down menus	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists
Can Accept/Refuse Additional Engineers	Work Order Actions	Provides the ability to accept or refuse a request for additional engineers. Enables the Accept/Refuse Additional Engineers button in the Portal and the Work Order tabs	Can List Work Order Filters, Can Make and Receive Calls, Can Perform Agent Actions, Can Manage Instant Work Order Lists
Can Acknowledge	Work Order Actions	Ability to acknowledge that a Purchase Order has been received by the Supplier	
Can Add Information	Work Order Actions	Ability to add information to a work order. Enables the Add Information action in the Agent, Call In and Call Out drop down menus	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Add or Edit Certificates	Work Order Actions	Allows Users to add and remove certificates on a work order. Enables the Add/View/Delete Certificates action in the Agent action drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Add Parts/Equipment	Work Order Actions	User can parts/equipment/materials to different areas of the system. Enables the ability to add parts to Work Orders during Stop Job and to Invoices.	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order, Can Stop Job - Field Team OR Can Stop Job - Admin
Can Add Quote Item	Work Order Actions	Ability to add or amend quotes to a quote work order. Enables Add or Amend Quotes action in Agent action drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Add Visit	Work Order Actions	Ability to add an additional visit to a Work Order should the Resource have failed to complete the correct actions	
Can Add Work Order Activity Public Notes	Work Order Actions	Ability to add Public Notes to Work Orders	
Can Add/Edit Waste Collections	Work Order Actions	Allows Users to add and edit Waste Collections on a Waste Work Order	
Can Add/Remove Quote Notifications	Work Order Actions	Allows Users to add and remove Notifications from Quote Work Orders	
Can Add/Remove Reactive Notifications	Work Order Actions		
			Can List Work Order

Can Allocate Resource And Schedule	Work Order Actions	User can allocate a Resource and set the schedule for a Work Order. Enables the Allocate Resource and/or Set Schedule action in the Agent, Call In and Call Out drop down menus	Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Allocate Supplier and/or Set Delivery Date	Work Order Actions	User can allocate a Supplier and set the schedule for a Work Order. Enables the Allocate Supplier and/or Set Delivery Date action in the Agent, Call In and Call Out drop down menus	
Can Amend job start/stop times	Work Order Actions	Ability to amend the start and stop times of a work order. Enables the Amend Start and Stop times action in Agent action drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Assign Job - External Resource	Work Order Actions	Ability to assign an External Resource a Work Order. Enables the Assign Job action in Call In & Call Out drop down menus	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Assign Job - Internal Resource	Work Order Actions	Ability to assign an Internal Resource a Work Order. Enables the Assign Job action in Call In & Call Out drop down menus	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Batch Release	Work Order Actions	Enables the ability to release the existing pending batch Work Orders as a batch. This can be used to release currently pending batch Work Orders before having to wait for the threshold of the Batch Rule to be released	Can Batch Release, Can Create Reactive Work Orders, Can List Work Orders, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Bulk Confirm Work Order Invoiced to Client	Work Order Actions	Provides User with the ability to bulk set either all Work Orders in the list, all Work Orders filtered in the list or all the selected Work Orders in the list to invoiced to client. Enables the Invoiced to Client drop down menu in the Work Orders tab	Can List Work Order Filters, Can Manage Instant Work Order Lists OR Can Quick Search Work Order, Can Bulk Edit Work Orders
Can Bulk Reset Work Order Invoiced to Client	Work Order Actions	Ability to bulk reset invoiced to client flag on either all Work Orders in the list, all Work Orders filtered in the list or all the selected Work Orders in the list. Enables the Reset Invoiced to Client drop down menu in Work Orders tab	Can List Work Order Filters, Can Manage Instant Work Order Lists OR Can Quick Search Work Order, Can Bulk Edit Work Orders
Can Bulk Set ETA	Work Order Actions	Ability to bulk set the ETA on either all Work Orders in the list, all Work Orders filtered in the list or all the selected Work Orders in the list.	Can List Work Order Filters, Can Manage Instant Work Order Lists OR Can Quick Search Work Order, Can Bulk Edit Work Orders
Can Bulk Stop Job (Not Completed)	Work Order Actions	Ability to bulk set to not done on either all Work Orders in the list, all Work Orders filtered in the list or all the selected Work Orders in the list. Enables the Reset Invoiced to Client drop down menu in Work Orders tab	Can List Work Order Filters, Can Manage Instant Work Order Lists OR Can Quick Search Work Order, Can Bulk Edit Work Orders
Can Cancel Audit Work Orders	Work Order Actions		
Can Cancel PPM Work	Work Order		

Can Cancel PPM Work Orders	Work Order Actions		
Can Cancel Purchase Order	Work Order Actions	Provides the ability to the User to cancel a Purchase Order	
Can Cancel Quote Work Orders	Work Order Actions		
Can Cancel Reactive Work Orders	Work Order Actions		
Can Cancel Work Orders Not Created By Me	Work Order Actions		
Can Change Creation Notes	Work Order Actions	Provides the User with the ability to edit Creation Notes once they've been entered	
Can Change Delivery	Work Order Actions		
Can Change Delivery Dates	Work Order Actions	Provides the User with the ability to change Delivery Dates on a Purchase Order	
Can Change Equipment/Service Type	Work Order Actions	Provides the User with the ability to change the Equipment/Service Type added to a Work Order	
Can Change Purchase Order Items	Work Order Actions	Provides the ability to the User to change the line items on a Purchase Order, but only prior to submission of the Order	
Can Change Purchase Order Items (After Acknowledgement)	Work Order Actions		
Can Change Purchase Order Items (After Submission)	Work Order Actions	Provides the ability to the User to change the line items on a Purchase Order, but only after submission of the Order	
Can Change Resource	Work Order Actions	Provides the User with the ability to change the Resource added to a Work Order	
Can Chase Quote Request (Email)	Work Order Actions	Ability to chase for a Quote Request Update via Email	
Can Chase Quote Request (Phone)	Work Order Actions	Ability to chase for a Quote Request Update via Phone	
Can Clear ETA	Work Order Actions	Ability to clear the ETA from a Work Order	
Can Confirm Invoice To Client	Work Order Actions	Ability to mark a Work Order as Invoiced to Client	
Can Confirm Specification/Send Quote Requests	Work Order Actions	Ability to release Quotations to Resources following a review	
Can Convert Work Order	Work Order Actions	Provides ability to convert a Reactive WO to a Quote WO. Enables Convert Work Order to Quote action in Agent action drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Create Meter Readings	Work Order Actions	Allows Users to add, view and remove meter readings on a work order. Enables the Add/View/Delete Meter Readings action in the Call Out, Call In & Agent action drop down menus	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Create Quote Remedial Works	Work Order Actions	Allows Users to create Remedial Works (Quotes) following the completion of a PPM Work Order	
Can Create Reactive Remedial Works	Work Order Actions	Allows Users to create Remedial Works (Reactive) following the completion of a PPM Work Order	

Can Deallocate Work Order	Work Order Actions	Ability to deallocate Resource from a work order. Enables the Deallocate action in the Agent action drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Decline To Quote	Work Order Actions	Provides the User with the ability to decline to provide a Quote to the Client	
Can Define Specification	Work Order Actions	Allows Users to define specifications for quotes as well as set the schedule. Enables the Define Specification and/or Set Schedule action in the Call Out, Call In & Agent action drop down menus	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Deselect Quote	Work Order Actions	Ability to deselect a previously selected Quotation on a Quote Work Order	
Can Dispatch	Work Order Actions	Ability to mark a Purchasing Work Order as Dispatched	
Can Edit Items Received	Work Order Actions	Ability to edit receipted items on a Purchasing Work Order to correct errors	
Can Edit Parts/Equipment	Work Order Actions	Provides the User the ability to edit parts/equipment/material that have been added already. Enables the ability to edit parts on an Invoice and the Amend Parts/Equipment action/button	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order, Can Stop Job - Field Team OR Can Stop Job - Admin
Can Edit Project Budget	Work Order Actions	Provides the User with the ability to edit the Project Budget against a Work Order	
Can Edit Staged Payments	Work Order Actions	Provides the User with the ability to edit Staged Payments against a Work Order	
Can Edit Work Orders	Work Order Actions	Enables the User to edit work order details through the Agent, Call In and Call Out actions. Enables the Edit Work Order Change options in the Agent, Call In and Call Out drop down menus	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Escalate	Work Order Actions		
Can Link Work Orders	Work Order Actions	User has the ability to link a work order to another either by linking to an existing work order or by creating a new work order. Enables the Link Work Order section in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Log On Other Engineers (PPM)	Work Order Actions	Allow engineers to log on other engineers onto PPM Work Orders on the Mobile App. Without this, the engineer can only log themselves on.	Can Log On/Off/Jobs, Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Log On Other Engineers (Quote)	Work Order Actions	Allow engineers to log on other engineers onto Quote Work Orders on the Mobile App. Without this, the engineer can only log themselves on.	Can Log On/Off/Jobs, Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order

Can Log On Other Engineers (Reactive)	Work Order Actions	Allow engineers to log on other engineers onto Reactive Work Orders on the Mobile App. Without this, the engineer can only log themselves on.	Can Log On/Off/Jobs, Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Log On/Off Jobs	Work Order Actions	Allows users to log themselves on to the Mobile app when starting WOs. This will also allow them to log themselves off as well. Other engineers will also have the ability to log engineers off of WOs that have been started, even if they are not logged on themselves (so long as they are checked in)	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Login Resource	Work Order Actions		
Can Make CIS	Work Order Actions	Ability to make a work order CIS Confirmed. Enables the Make CIS action in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Mark Work Orders For Audit	Work Order Actions	Allows the User to mark a Work Order as Audit Required from an Agent Action	
Can Nominate Attendees	Work Order Actions		
Can Offer Feedback on Work Order	Work Order Actions	User can provide either positive or negative feedback for the work done on a work order. Enables the Feedback section in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Pass To External Resource	Work Order Actions	Users with this permission are able to pass a Work Order onto an External Resource following review by Internal Resource	
Can Perform Desktop Audit	Work Order Actions	Ability to perform a Desktop Audit	
Can Perform Post-Visit Verification	Work Order Actions	Provides the ability to perform Verification RFIs on completed Work Orders (that require it). Enables the Post-Visit Verification button on the Portal and the View/Edit RFI's button on the Work Order	Can List Work Order Filters, Can Perform Agent Actions, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Provide Authorisation Information	Work Order Actions	User can provide authorisation information on a work order that is currently in the authorisation process that requires further information. Enables the Provide Authorisation Information action in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Provide ETA	Work Order Actions	User can provide an estimated time of arrival for when the work will take place on the work order. Enables the Provide ETA action in the Call In actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Provide Quote Details	Work Order Actions	Allows the User provide details for the quote(s) outstanding to in the portal. Enables the Provide Quote Details button on the Work Order detail screen on the Portal	Can List Work Orders, Can View Portal Work Order Selection List, Can View Quote Requests
			Can List Work Order Filters, Can Make and

Can Provide Reference	Work Order Actions	Ability to provide a resource reference on a work order. Enables the Reference Provided action in the Call In actions drop down menu	Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Reallocate Resource And Schedule	Work Order Actions	User can reallocate a Resource and change the schedule for a Work Order. Enables the Allocate Resource and/or Set Schedule action in the Agent, Call In and Call Out drop down menus	
Can Recall Job	Work Order Actions	Provides the ability to recall a completed work order. Enables the Recall Job action in the Call Out and Agent actions drop down menus	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Receipt Assets	Work Order Actions	Provides the User with the ability to Receipt items as Assets into the system	
Can Receipt Checked	Work Order Actions	Provides the User with the ability to Receipt items as Checked	
Can Receipt Unchecked	Work Order Actions	Provides the User with the ability to Receipt items as Unchecked	
Can Record Site Access Refused	Work Order Actions	Ability for a User to mark a Work Order as 'Refused Access' should an engineer be turned away from site	
Can Refuse Jobs	Work Order Actions	Allows the User to refuse jobs assigned to them on the portal. Enables the Refuse Job button in the Work Order details screen in the Portal	Can List Work Orders, Can View Portal Work Order Selection List
Can Reinstate PPM Work Orders	Work Order Actions		
Can Reinstate Work Order With Visit	Work Order Actions		
Can Remote Fix	Work Order Actions	User is able to provide a completion time and date for a remote fix. Enables the Remote Fix action in the Call In, Call Out & Agent actions menus	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Remove Approved Estimate	Work Order Actions		
Can Remove CIS	Work Order Actions	Ability to remove CIS Confirmation from a work order. Enables the Remove CIS action in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Remove Parts/Equipment	Work Order Actions	Provides the ability to remove parts/equipment/materials from a Work Order or Invoice	Can List Work Order Filters, Can Perform Agent Actions, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Request Additional Engineers	Work Order Actions	Provides the ability to request additional engineers for the work. Enables the Request Additional Engineers button/action against a Work Order	Can List Work Order Filters, Can Perform Agent Actions OR Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
			Can List Work Order

Can Request ETA (Email)	Work Order Actions	Ability to request an ETA from the contractor for a Work Order via Email. Enables the Request ETA update (Email) action in the Agent actions menu in the Call Out drop down menu	Filters, Can Perform Agent Actions, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Request ETA (Phone)	Work Order Actions	Ability to request an ETA from the contractor for a Work Order via Phone. Enables the Request ETA update (Phone) action in the Call Out drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Request Quote Review	Work Order Actions	Ability for a User to return a Quote back to a Resource for a further review prior to approval	
Can Reset Invoiced To Client	Work Order Actions	Ability to remove the Invoiced to Client setting against a Work Order	
Can Return Items	Work Order Actions	Ability to mark items as Returned on a Purchase Order	
Can Select Quote	Work Order Actions	Ability for a User to select a Quote and progress it on to either authorisation or attendance depending on the workflow	
Can Send Email	Work Order Actions		
Can Set Assigned By Adding To Work List - External Resource	Work Order Actions	User can assign a Work Order to an External Resource by adding it to the Resource Work List. Enables the Assign Job > By Adding to Work List action in the Agent actions drop down menu	
Can Set Assigned By Adding To Work List - Internal Resource	Work Order Actions	User can assign a Work Order to an Internal Resource by adding it to the Resource Work List. Enables the Assign Job > By Adding to Work List action in the Agent actions drop down menu	
Can Set Assigned By Email - External Resource	Work Order Actions	User can assign a Work Order to an External Resource by email. Enables the Assign Job > By Email action in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Set Assigned By Email - Internal Resource	Work Order Actions	User can assign a Work Order to an Internal Resource by email. Enables the Assign Job > By Email action in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Set Assigned By Phone - External Resource	Work Order Actions	User can assign a Work Order to an External Resource by phone. Enables the Assign Job > By Phone action in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Set Assigned By Phone - Internal Resource	Work Order Actions	User can assign a Work Order to an Internal Resource by phone. Enables the Assign Job > By Phone action in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Set Client Reference	Work Order Actions		
	Work Order	Ability for a User to set an Estimate against a	

Can Set Estimate	Work Order Actions	Work Order. Usually used as an alternative to the Set Fixed Cost option	
Can Set Estimate on Completed Jobs	Work Order Actions		
Can Set Estimate on Invoiced Jobs	Work Order Actions		
Can Set Estimated Duration	Work Order Actions		
Can Set Fail to Pass Via Remedial	Work Order Actions	Ability for a User to mark a previously failed Certificate as a Pass once a Remedial Work Order has been completed	
Can Set Fixed Cost	Work Order Actions	Allows the User to set a fixed cost for a work order. Enables the Set Fixed Cost action in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Set Fixed Cost on Completed Jobs	Work Order Actions	Allows the User to set a fixed cost on Completed Work Orders	
Can Set Fixed Cost on Invoiced Jobs	Work Order Actions	Allows the User to set a fixed cost on previously Invoiced Work Orders	
Can Set New Pass Certificate Required	Work Order Actions		
Can Set Remaining Items As Not Required	Work Order Actions	Ability for the User to mark the remaining undelivered items on a Purchase Order as Not Required	
Can Set Schedule	Work Order Actions	Ability for the User to Set the Schedule against a Work Order	
Can Set Simple Schedule	Work Order Actions		
Can set/unset accrual to zero	Work Order Actions		
Can Specify Additional Information Required	Work Order Actions	Provides ability to request that additional information is required for a work order. Enables the Additional Information Required action in the Call In and Call Out drop down menus	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Specify ETA Provided	Work Order Actions	Provides the ability to state that an ETA has been provided for a work order. Enables the ETA Provided action in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Specify No Answer	Work Order Actions	Provides the ability to state that there was no answer from the contractor. Enables the No Answer action in the Call Out drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Specify Resource Unable To Accept Work	Work Order Actions	Ability to state that the resource is unable to accept the work for the selected work order. Enables the Resource Unable to Accept Work action in the Call In, Call Out & Agent actions menus	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Start and Stop Jobs	Work Order	User can perform the Start Job Admin and Stop Job Admin for a Work Order. Enables the Start	Can List Work Order Filters, Can Make and Receive Calls. Can

Can Start and Stop Jobs (Admin)	Work Order Actions	User can perform the Start Job > Admin and Stop Job > Admin actions in the Agent actions drop down menu	Can Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Start and Stop Jobs (Certificate Only)	Work Order Actions		
Can Start and Stop Jobs (Field Team)	Work Order Actions	User can perform the Start Job Field Team and Stop Job Field Team for a Work Order. Enables the Start Job > Field Team and Stop Job > Field Team actions in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Start Jobs Concurrently	Work Order Actions		
Can Start Non-Accepted Jobs (Field Team)	Work Order Actions	User can perform the Start Job Field Team and Stop Job Field Team for a Not Accepted Work Order	
Can Start Travel For Job	Work Order Actions	Ability for a Work Order to be identified as being attended by a Resource - travel time will start against the Work Order	
Can Start/Stop PPMs Outside Financial Dates	Work Order Actions	Ability for a User to ignore the Financial Dates of a PPM when starting and stopping them	
Can Stop Job Not Completed	Work Order Actions	User can perform the Stop Job Work Not Completed action on a Work Order. Enables the Stop Job > Work Not Completed action in the Agent actions drop down menu	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Stop Paused Jobs (Admin)	Work Order Actions		
Can Submit	Work Order Actions	Ability to Submit a Purchase Order	
Can Substitute Purchase Order Items	Work Order Actions		
Can Take Work Order Photo	Work Order Actions	Ability to take photographs via the Ostara Mobile Application against Work Orders	
Can Undo Work Order Actions	Work Order Actions		
Can Update Date Time	Work Order Actions	Provides the ability to update the date and time of the work to be taken place. Enables the Update Date/Time action in the Call In and Call Out drop down menus	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can View Certificates	Work Order Actions	Allows Users to view certificates on a Work Order. Enables the Add/View/Delete Certificates action in the Agent action drop down menu and on the Portal	Can List Work Order Filters, Can Make and Receive Calls, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can Visit Link Work Orders	Work Order Actions	Provides the ability to link Work Orders upon Work Order creation. Enables the View and Link buttons on the Verification tab during the Reactive Work Order creation process	Can Create Reactive Work Orders
Restrict Quote Work Order Allocation to SRA/Contract Only	Work Order Actions	Restricts the Resources seen in the Allocate Resource screen so that only Associated Resources are shown. This is for Quote Work Orders only.	
Restrict Reactive Work		Restricts the Resources seen in the Allocate	

Order Allocation to SRA/Contract Only	Work Order Actions	Resource screen so that only Associated Resources are shown. This is for Reactive Work Orders only.	
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