

Work Orders

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

Permission Name	Associated Category	Purpose	Dependencies
Allow Resource To List And View Work Orders In Authorisation	Work Orders		
Can Add or Edit Work Order Documents	Work Orders	Allows User to Add and Edit documents attached to the Work Order selected. Enables the Add/Edit/View Documents button once a Work Order has been opened	Can List Work Order Filters, Can Manage Private Work Order Filters OR Can Manage Instant Work Order Filters OR Can Quick Search Work Order
Can Add/Edit Helpdesk Work Order Lists	Work Orders		
Can Bulk Edit Work Orders	Work Orders	Provides the User with the ability to bulk edit a set of Work Orders. Enables the Invoiced to Client and Stop Job Not Completed buttons (different options are available depending on the permissions granted) in the Work Orders tab	Can List Work Order Filters, Can Manage Private Work Order Filters, Can Manage Instant Work Order Filters.
			The following can be used separately or together:
			Can Bulk Confirm Work Order Invoiced to Client
			Can Bulk Reset Work Order Invoiced to Client
			Can Bulk Stop Job (Not Completed)
Can Bulk Search Work Orders	Work Orders	Allows Users to search multiple specific Work Order numbers at once. Enables the Bulk Search Work Orders button in the Work Orders tab	Can List Work Order Filters, Can Manage Private Work Order Filters, Can Manage Instant Work Order Filters
Can Change Another Users To Do List	Work Orders		
Can Check For Work Order Duplicates	Work Orders	Allows the User to check for duplicates when creating a work order	Can Create Reactive Work Orders OR Can Create Audits
Can Contract Number Search Work Order	Work Orders	Allows User to perform a quick search by Contract Number and returns all Work Orders associated to that Contract. Enables the Contract Number Quick Search button in Work Orders tab	
Can Create Audits	Work Orders	Allows the User to create audit work orders. Enables the Create Audit button in Work Orders tab	
Can Create Batch Rule	Work Orders	Allows the User to create Batch Rules. Enables the Batch Rule button in Work Orders tab	

Can Create Public Work Order Filters	Work Orders	Allows User to create and view public work order searches. Enables the Select Work Order List button in Work Orders tab	Can List Work Order Filters
Can Create Purchasing	Work Orders	Provides User ability to create Purchasing Work Orders. Enables Create Purchasing Work Order button in Work Orders tab	
Can Create Purchasing For Review	Work Orders		
Can Create Reactive Work Orders	Work Orders	Provides User ability to create Reactive Work Orders. Enables Create Reactive Work Order button in Work Orders tab	
Can Create Work Order Activity Private Notes	Work Orders	Allows the User to add new Private Notes to Work Orders that are only visible to Users that can view Private Notes	
Can Delete Helpdesk Work Order Lists	Work Orders		
Can Delete Public Work Order Lists	Work Orders	Allows User to delete public work order searches. Enables the Modify Work Order List in Select Work Order List drop down menu in Work Orders tab	Can Create Public Work Order Filters, Can List Work Order Filters, Can Manage Instant Work Order Lists OR Can Manage Private Work Order Lists
Can Delete Work Order Documents	Work Orders	Allows User to delete documents attached to the Work Order selected. Enables the Add/Edit/View Documents button once a Work Order has been opened	Can List Work Order Filters, Can Manage Private Work Order Filters OR Can Manage Instant Work Order Filters OR Can Quick Search Work Order, Can View Work Order Documents
Can Edit Batch Rule	Work Orders	Provides the ability to edit the currently viewed Batch Rule. Enables the Edit Batch Rule button in the Work Orders tab	Can View Batch Rule List
Can Edit Public Lists	Work Orders	Allows User to modify public work order searches. Enables the Modify Work Order List in Select Work Order List drop down menu in Work Orders tab	Can Create Public Work Order Filters, Can List Work Order Filters, Can Manage Instant Work Order Lists OR Can Manage Private Work Order Lists
Can Edit Work Order Certificate Valid From Date	Work Orders	Allows the User to edit the "Valid From" date when uploading a Certificate	Can List Work Orders, Can View Portal Work Order Selection List, Can Create Certificates
Can Edit Work Order Certificate Valid To Date	Work Orders	Allows the User to edit the "Valid To" date when uploading a Certificate	Can List Work Orders, Can View Portal Work Order Selection List, Can Create Certificates
Can Edit Work Order Custom Data	Work Orders	User can edit any custom data on the selected work order. Enables the Add/Edit/View Custom Data button on the Work Order details screen in the Work Orders tab	Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can List Work Order Filters. Can View Work Order Custom Data
Can Edit Work Order Message Mappings	Work Orders	Provides the User with the ability to edit the mappings of Work Order Messaging (senders and recipients)	
	Work		

Can Filter Age General	Work Orders		
Can Filter Asset General	Work Orders		
Can Filter Date (basic)	Work Orders		
Can Filter Date (detailed)	Work Orders		
Can Filter Detail (basic)	Work Orders		
Can Filter Detail (detailed)	Work Orders		
Can Filter Finance Associations	Work Orders		
Can Filter Finance General	Work Orders		
Can Filter General (basic)	Work Orders		
Can Filter General (detailed)	Work Orders		
Can List Work Order Filters	Work Orders	Enables the list permissions to be used in Work Orders section	
Can List Work Orders	Work Orders	Provides ability to see work orders on the Portal	
Can Make and Receive Calls	Work Orders	Allows Users to perform actions from the Call In and Call Out menus on a Work Order. Enables Call In and Call Out drop down menus in Work Order screen	Can Edit Work Orders, Can List Work Order Filters, Can Manage Instant Work Order Lists, Can Edit Work Orders, Any Agent Action menu permissions (See Work Order Actions section)
Can Manage Instant Work Order Lists	Work Orders	Allows Users to create instant work order searches. Enables the Select Work Order List button in Work Orders tab	Can List Work Order Filters, Can Manage Private Work Order Filters
Can Manage Other Profile Work Order Filters	Work Orders		
Can Manage Private Work Order Filters	Work Orders	Allows Users to create instant and private work order searches. Enables the Select Work Order List button in Work Orders tab	Can List Work Order Filters
Can Manage Standard Work Order Filters	Work Orders		
Can Override Authorisation Rules	Work Orders		
Can Override Recall Period	Work Orders		
Can Override SLA	Work Orders	Allows Users to request a Service Level that is shorter than the Service Level specified on the SRA/Contract	
Can Perform Agent Actions	Work Orders	Allows Users to perform actions from the Agent actions menu on a Work Order. Enables Agent drop down menus in Work Order screen	Can Edit Work Orders, Can List Work Order Filters, Can Manage Instant Work Order Lists, Can Edit Work Orders, Any Agent Action menu permissions (See Work Order Actions section)
Can Quick Search Related Work Order	Work Orders	Allows Users to quickly populate the Define Work Order List screen from a	

		Work Order to find related Work Orders	
Can Quick Search Work Order	Work Orders	Allows User to perform a quick search and search for a specific work order number. Enables the Quick Search Work Order button in Work Orders tab	
Can Reinstate Work Order	Work Orders	Provides ability to reinstate a cancelled work order. Enables the Reinstate Work Order 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 Linked Work Order	Work Orders	Allows the User to remove any work orders linked to the currently selected work order. Enables the Remove Linked Work Order 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 Review Work Orders	Work Orders		
Can Scan Asset On Work Order Creation	Work Orders		
Can Select Multiple Locations on Unplanned Work Orders	Work Orders		
Can Set Fixed Cost On Creation	Work Orders		
Can Update Authorisation Reason On Work Order	Work Orders	Allows Users to change the Authorisation Reason specified on a Work Order	
Can View Another Users To Do List	Work Orders		
Can View Batch Rule List	Work Orders	User has the ability view the Batch Rule List for the selected client. Batch Rules can be viewed by double-clicking the rule from the list. Enables the Batch Rule List button in the Work Orders tab	
Can View Call Centre Work Page	Work Orders	Ability to quick search for work orders using a contract number. Also allows the User to view Work Order Page lists if the User has created one. Enables the Quick Search Contract Number button and the Helpdesk Work Page drop down menu in Work Orders tab	Can List Work Order Filters
Can View Cost Mark-Ups	Work Orders	Ability to show the Mark Up breakdown in the Accrual Field, Total Paid (Net) field and the Approved (Net) field on a Work Order	
Can View Estimate Details	Work Orders		
Can View Extended Quote Columns on Work Order Lists	Work Orders		
Can View Extended Work Order Columns on Work Order Lists	Work Orders		
Can View Finance Columns on Work Order Lists	Work Orders		
Can View Frequently Used Equipment Types	Work Orders		
			For App:
			Can Create Reactive Work Orders OR Can Create

Can View Not Maintained Reasons on Work Order Creation	Work Orders	User is able to see Equipment/Service Types that are not supported/maintained when creating a Work Order	Quotations
			For Portal:
			Can List Work Order, Can View Portal Work Order Selection List, Can Create Reactive Work
Can View Parts Cost In Stop Summary	Work Orders		
Can View Pending Acceptance Jobs (Mobile)	Work Orders		
Can View PPM Work Order Instructions	Work Orders	Allows User to view the PPM Instructions against a PPM Work Order	
Can View Public Work Order Lists	Work Orders	Allows Users to view Public Work Order Lists	
Can View Scope Resource Allocation	Work Orders	Provides the User with the ability to view the SRA information on the work order detail screen	Can List Work Orders, Can Manage Instant Work Order Lists OR Can Quick Search Work Order Number
Can View Sla Calculation Event Data	Work Orders		
Can View Work Order Activity Private Notes	Work Orders	Allows User to view any Private Notes against a Work Order	Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can List Work Order Filters
Can View Work Order Activity Public Notes	Work Orders	Allows User to view any Public Notes against a Work Order	Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can List Work Order Filters
Can View Work Order Additional Information	Work Orders	Allows User to view any Additional Information added to a Work Order	Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can List Work Order Filters
Can View Work Order Calc Cost Breakdown	Work Orders		
Can View Work Order Contract Asset Notes	Work Orders	Allows User to view any Contract Asset Notes against a Work Order	Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can List Work Order Filters
Can View Work Order Contract Finance Notes	Work Orders	Allows User to view any Contract Finance Notes against a Work Order	Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can List Work Order Filters
Can View Work Order Contract Notes	Work Orders	Allows User to view any Contract Notes against a Work Order	Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can List Work Order Filters
Can View Work Order Contractor Notes	Work Orders	Allows User to view any Contractor Notes against a Work Order	Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can List Work Order Filters
Can View Work Order Cost Code	Work Orders	Allows User to view the Cost Codes against a Work Order	Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can List Work Order Filters
Can View Work Order Creation Notes	Work Orders	Allows User to view the Creation Notes added to a Work Order	Can Quick Search Work Order OR Can Manage Instant Work Order Lists,

			Can List Work Order Filters
Can View Work Order Custom Data	Work Orders	User can view any custom data on the selected work order. Enables the Add/Edit/View Custom Data button on the Work Order details screen in the Work Orders tab	Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can List Work Order Filters
Can View Work Order Documents	Work Orders	Allows User to view documents attached to the Work Order selected. Enables the Add/Edit/View Documents button once a Work Order has been opened	Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can List Work Order Filters
Can View Work Order Finance Information	Work Orders	Allows User to view the financial information for the selected Work Order	Can List Work Order Filters, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can View Work Order Message Mappings	Work Orders	Provides the User with the ability to view the mappings of Work Order Messaging (senders and recipients)	
Can View Work Order Messages	Work Orders	Provides the ability to see view Work Order message. Enables the Work Order Messages button in the Work Orders tab and the Messages tab in the Portal	Can List Work Order Filters, Can Manage Instant Work Order Lists OR Can Quick Search Work Order
Can View Work Order Quote Documents	Work Orders	Allows User to view any documents uploaded to a quote on the portal and on the application. Enables the View Documents button when looking at the details of a quote on the Portal and Documents button in the Add/Amend Quotes screen in the application	For App:
			Can List Work Order Filters, Can Make and Receive Calls, Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can Add Quote Item
			For Portal:
			Can List Work Order, Can View Portal Work Order Selection List
Can View Work Order Reactive Contract/SRA Task Notes	Work Orders	Allows User to view any Reactive Contract/SRA Task Notes against a Work Order	Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can List Work Order Filters
Can View Work Order Related Documents	Work Orders	Ability to view documents related to the Work Order documents currently being viewed. Enables the "Include related documents" button on the Add/Edit/View Documents screen	For App:
			Can List Work Order Filters, Can Make and Receive Calls, Can Quick Search Work Order OR Can Manage Instant Work Order Lists, Can View Work Order Documents
			For Portal:
			Can List Work Order, Can View Portal Work Order Selection List, Can View Work Order Documents
Can View Work Order Sla Analysis	Work Orders		
Can View Work Order Spend Analysis	Work Orders		

Analysis	Orders		
Can View Work Orders Pending Review/Authorisation	Work Orders	Allows User to view any Work Orders currently pending Authorisation	

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