

# SERVICE

## WORK MANAGEMENT – START WORK

Work that have been assigned to a Technician and who have time records linked to them, can be Ended from the Work Management screen.

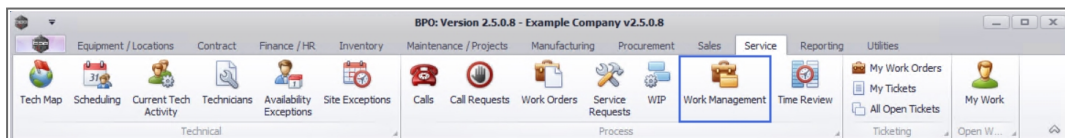
Only work orders that have time logged against them will be listed in the Work Management screen, which means that the work must have already started and time have been logged against the work order.

From the Work Management screen the work can be Ended on behalf of a Technician who omitted to do so, or where the Call Centre End Work on behalf of Technicians.



If a technician is using **Tech Connect**, then he can **Start Work** and End Work on the Call from his device.

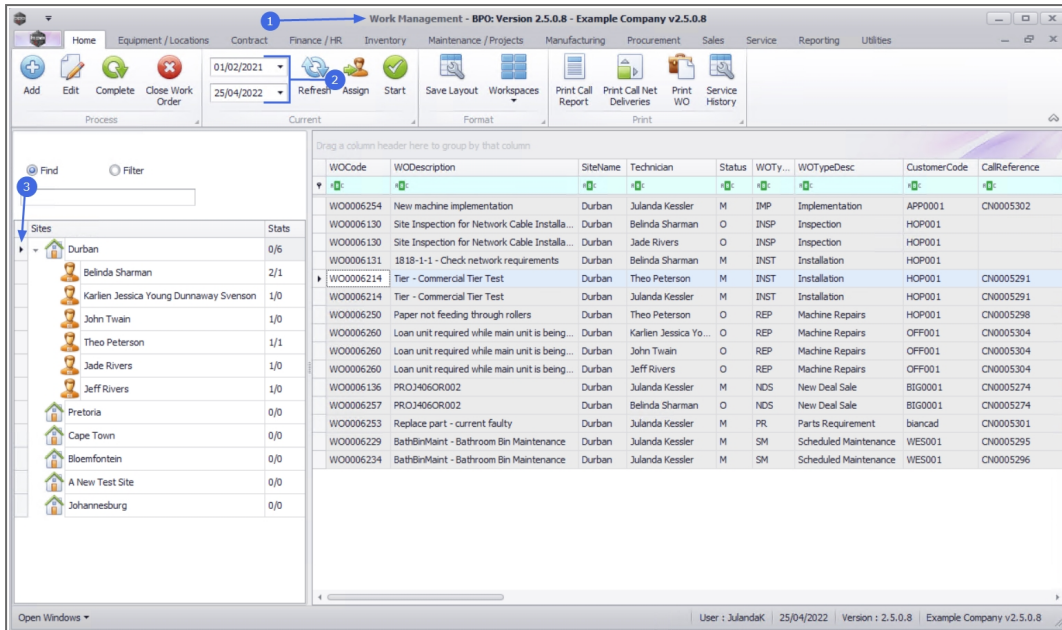
**Ribbon Access:** *Service > Work Management*



1. The **Work Management** screen will be displayed.
2. Select the **date range** that will contain the **work order** you wish to assign.
3. Select the **Site** where the work order was issued.
  - The example has **Durban** selected.



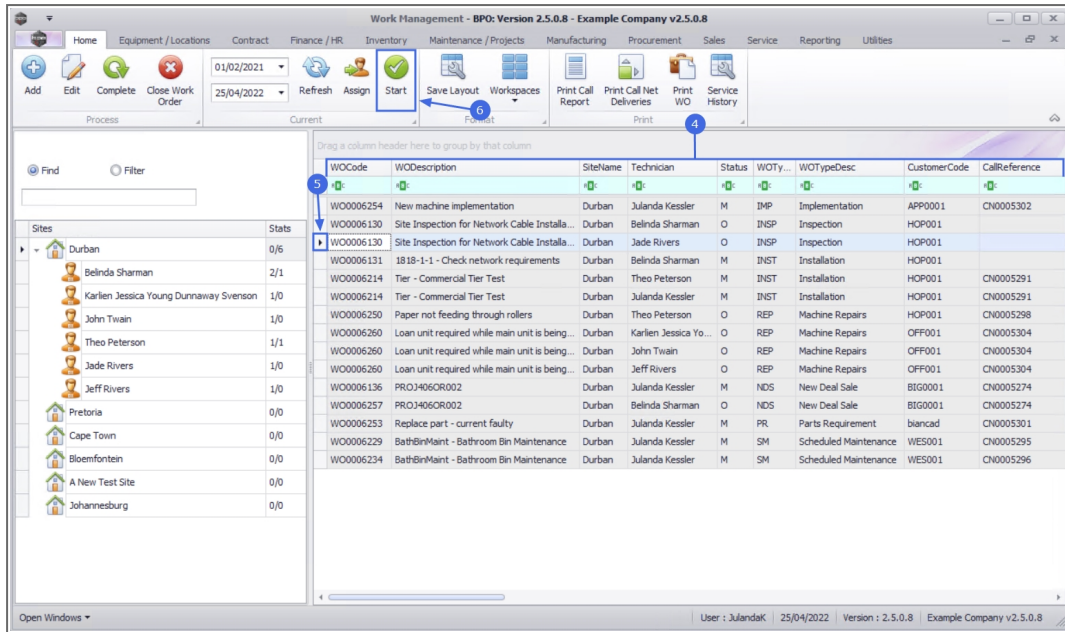
Click on the **Refresh** button to update the screen.



4. The **Work Orders** frame will be populated with all the work orders in the specified date range.
5. Click on the **row** of the **work order** you wish to start work on behalf of a Technician.
6. Click on **Start**.



Short cut key: **Right click** to display the **Process** menu list. Click on **Start**.



7. " The Time Logging Express screen will be displayed. " on page 2

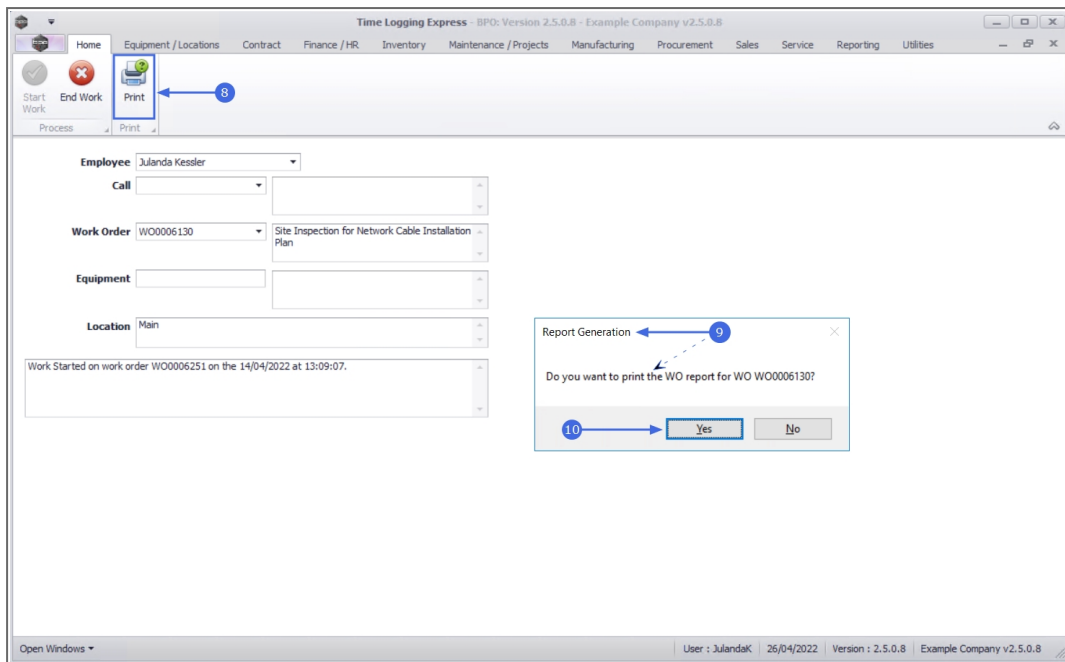


Note that only the End Work button is available.

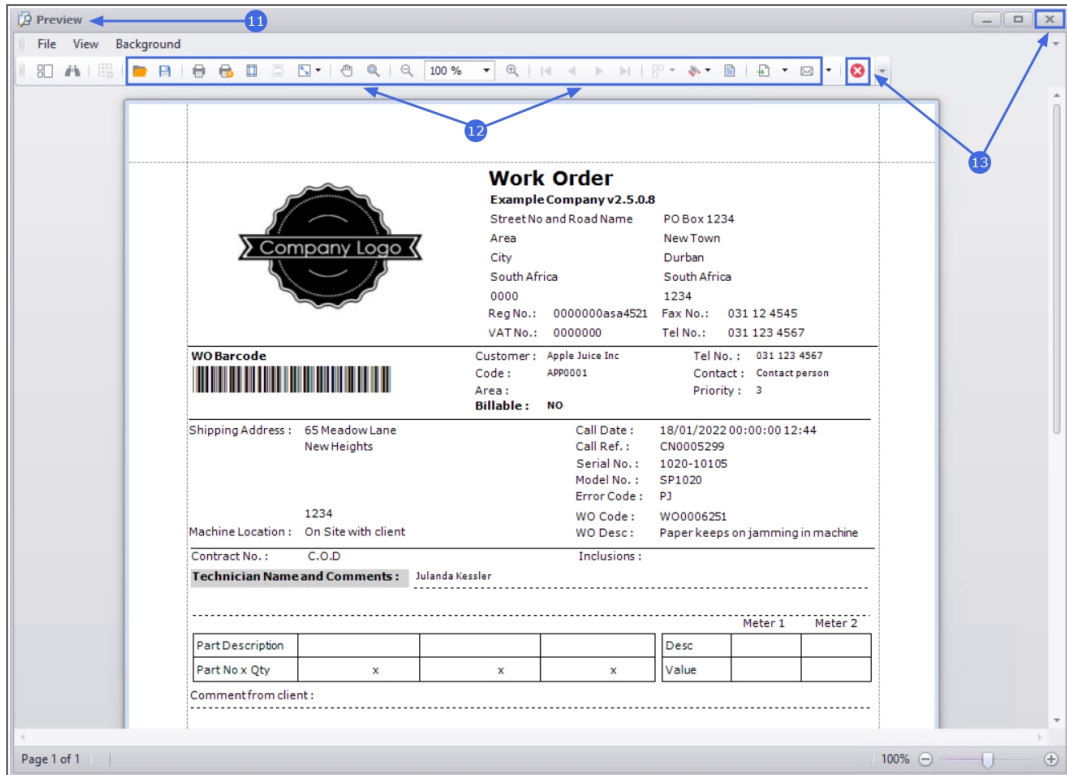
## PRINT WORK ORDER REPORT

Once the Work Order has been selected, you can Print the Work Order Report.

8. Click on **Print**.
9. When you receive the **Report Generation** message to confirm;
  - **Do you want to print the WO report for [work order number]?**
10. Click on **Yes**.

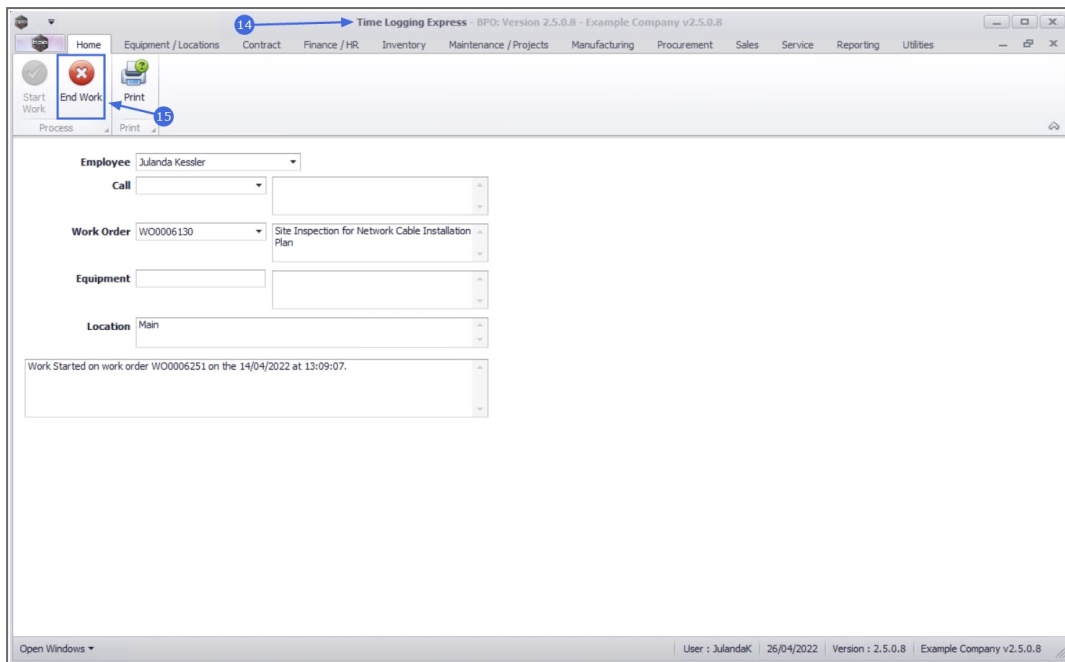


11. The Work Order will display in the Reports **Preview** screen.
12. From the preview screen you can make cosmetic changes to the document as well as **Save**, **Zoom**, **Add a Watermark**, **Export** or **Email** the report.
13. Click on **Close** to return to the **Time Logging Express** screen.



## END WORK

14. From the *Time Logging Express* screen,
15. Click on *End Work*.



16. The **Close Open Work** frame will display.

17. Any previous work will be noted in the **Prior Work** and **Tech Comment** frames.

- Click on a row in the Prior Work frame. The **corresponding observation** from the Technician responsible for the work, will reflect in the **Tech Comment** frame, if a comment was recorded.
- The **corresponding rectification observation** from the Technician responsible for the previous call, will reflect in the Rectification Comment frame, if a comment was recorded.
- Use the **scroll bar** to scroll across the Prior Work frame to view more information related to previous calls, such as the previous work date(s), the previous Technician responsible for the work order, etc.



[For a detailed handling of this topic refer to Calls - Start Work](#)

16 → Close Open Work - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

Home | Equipment / Locations | Contract | Finance / HR | Inventory | Maintenance / Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

End Work | Save Layout | Format

Process

Employee: Julanda Kessler

Call: CN0005299 | Paper keeps on jamming in machine

Work Order: WO0006251 | Paper keeps on jamming in machine

Equipment: 1020-10105 | Copier

Location:

Work State:  Unresolved Client  Unresolved  Resolved

Rectification Code:

Comments:

Work Started on work order WO0006251 on the 14/04/2022 at 13:09:07.

Prior Work

Drag a column header here to group by that column

ParentRef	WOCODE	Description	Status	StatusDesc	Rectificatio...	WorkDate	TechComme...	Te
CN0005299	WO0006251	Paper keeps...	O	Open		01/01/1900		

Tech Comment

Rectification Comment

User : JulandaK | 26/04/2022 | Version : 2.5.0.8 | Example Company v2.5.0.8

MNU.074.012

