

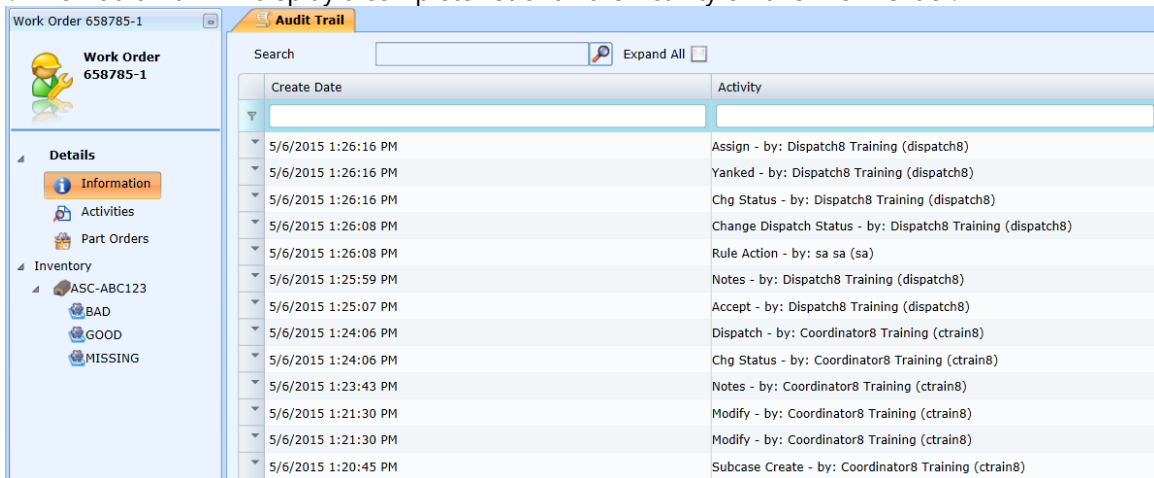
GoServicePro - View Notes

This process is completed by Service Partners and Customer Trainers in GoServicePro.

This article reviews the steps to view the activity and note history on a Work Order.

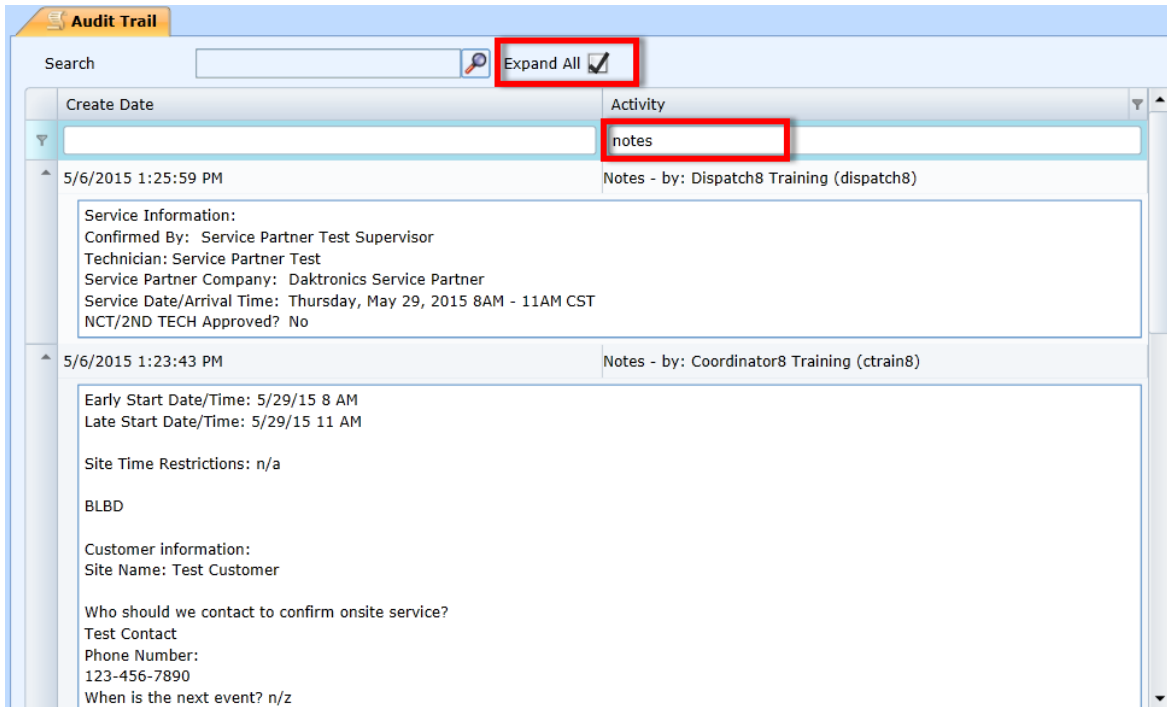
Video: [GoServicePro for Field Service: Locate and Navigate Work Orders](#)

1. With the Work Order open in your workspace, click on the Information or Activities Detail to view the Audit Trail tab.
2. The Audit Trail will display a complete list of all the Activity on this Work Order.



Create Date	Activity
5/6/2015 1:26:16 PM	Assign - by: Dispatch8 Training (dispatch8)
5/6/2015 1:26:16 PM	Yanked - by: Dispatch8 Training (dispatch8)
5/6/2015 1:26:16 PM	Chg Status - by: Dispatch8 Training (dispatch8)
5/6/2015 1:26:08 PM	Change Dispatch Status - by: Dispatch8 Training (dispatch8)
5/6/2015 1:26:08 PM	Rule Action - by: sa sa (sa)
5/6/2015 1:25:59 PM	Notes - by: Dispatch8 Training (dispatch8)
5/6/2015 1:25:07 PM	Accept - by: Dispatch8 Training (dispatch8)
5/6/2015 1:24:06 PM	Dispatch - by: Coordinator8 Training (ctrain8)
5/6/2015 1:24:06 PM	Chg Status - by: Coordinator8 Training (ctrain8)
5/6/2015 1:23:43 PM	Notes - by: Coordinator8 Training (ctrain8)
5/6/2015 1:21:30 PM	Modify - by: Coordinator8 Training (ctrain8)
5/6/2015 1:21:30 PM	Modify - by: Coordinator8 Training (ctrain8)
5/6/2015 1:20:45 PM	Subcase Create - by: Coordinator8 Training (ctrain8)

3. Use the search field at the top of the Activity column to filter by the keyword "notes".
4. Click on the arrow to the left of the activity line to expand the details or click on the "Expand All" checkbox to expand details for every activity.



Copying a Logged Note for Printing

1. Click in the specific note section you would like to print, for instance: Dispatch Template.
2. Click "ctrl a" on your keyboard to select all the text in that section.
3. Click "ctrl c" to copy the text.
4. Open a Word document.
5. Click "ctrl v" to paste.
6. Print.