GoServicePro - Resolution Codes

These closure codes are used by Service Partners and Customer Trainers in GoServicePro.

This article defines the resolution codes used during Work Order closure.

Resolution	Definition	Work Order Resolutions	Definition
Resolved Remotely	*Situation is resolved without onsite service or parts*	**Not solved - escalate**	*Service Partner on site, unable to resolve issue, escalated support requested*
Customer Replaced Parts	*Parts order by customer or customer replaced parts from their spares – no onsite service involved*	**Not solved - short parts**	*Service Partner on site, unable to resolve issue because did not have necessary parts*
Customer Resolved Issue	*Issue is resolved by the customer without replacing parts or Daktronics onsite service*	**Not solved - short time**	*Service Partner on site, unable to resolve issue in the time available*
Onsite Service	*Issue resolved-no parts needed; customer training. Examples: update firmware or software, reboot, adjust cables, etc*		
Onsite Service and Replaced Parts	*Issue resolved by Service Partner, parts were replaced at the site, either from the customer's spares, Truck Inventory, or sent out from Daktronics*		
Closed-Offered Solution	*Do not know whether situation was resolved or not – Daktronics technician suggests solution (next step) to customer, but has no further contact to confirm that the suggested solution actually resolved the issue*		
Other	*Case closed, no resolution, case entered in error or does not fall in any other category. Explanation should be entered in notes*		
Issue No Longer Present	*No repairs or adjustments needed, display fully operational*		
Reseller/Dealer Referral	*No repairs or adjustments needed, display fully operational*		