Status and Resolution Codes for Work Order Closure

These items are used by Service Partners and Field Engineers in GoServicePro.

This article reviews the status and resolution codes used for closing Work Orders.

Status:

Closed Complete by Tech: Use when the work is complete.

Closed Incomplete: Use when the work is not complete.

Resolution Code:

Onsite Service*:* Issue resolved by FE or SP - no parts needed; Customer Training. Examples: update firmware or software, reboot, adjust cables, etc

Onsite Service and Replace Parts: Issue resolved by FE or SP. Parts were replaced at the site, either from the customer's spares or Trunk Inventory or sent out from Daktronics

Not solved – escalate: FE on site, unable to resolve issue, escalated support requested

Not solved – short parts: FE on site, unable to resolve issue because did not have necessary parts

Not solved – short time: FE on site, unable to resolve issue in the time available.