

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:



The screenshot shows a software interface with a dropdown menu open. The dropdown menu is titled "Please Specify" and contains the following options: "Please Specify", "Resolved Remotely", "Customer Replaced Parts", "Customer Resolved Issue", "Onsite Service", "Onsite Service and Replaced Parts", "Closed-offered solution", "Other", "Issue No Longer Present", "Reseller/Dealer Referral", "Not solved - escalate", "Not solved - short parts", and "Not solved - short time". The options "Onsite Service", "Onsite Service and Replaced Parts", "Not solved - escalate", "Not solved - short parts", and "Not solved - short time" are highlighted in yellow. The background of the interface shows various fields like "Resolution Code", "Status", "Close Date", "External Notes(Shared with Customer)", "On-Site Result", "Who did you check in with?", "Who did you check out with?", and "What activities did you perform for this service event?".

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.