GOSERVICEPRO MOBILE - CLOSING A WORK ORDER

This process is completed by Field Engineers and Service Partners using GoServicePro Mobile. This article reviews the steps to close a Work Order in GoServicePro Mobile.

Before closing a work order, ensure that:

- Timestamps are logged
- Time is logged (if applicable)
- No Parts are linked to the Work Order
- 1. Tap the **Close Work Order** Button.

Note: If Timestamps are not logged, you will receive the error message shown below and will not be able to close the Work Order until you all timestamps are entered.

🖬 🗘 🖗 🕫 🖈 1 76% 🖬 3:15 PM	utl Verizon 🗢	3:18	PM *	97% 📖 🗲
Close Work Order	Cancel			Done
John	vi e	no ala you ch	eck in with?	_
	Steve			
Who did you check out with?				
John				
What activities did you perform for this	Who did you check out with?			
service event?	Steve			
All timestamps are required for closing the work order.	All timestamps are required for closing the work order.			
Yes No	Sti	es	No	
None				
Was an NCT onsite: No 🗸				
Are there any site concerns or is there any additional information to provide that is not in the above?	Internal Comments(Not Shared with Custom			
	If addition	nal onsite visit	s required, list	t why:
None	None			
Save Cancel				

- 2. Select the Status from the dropdown menu.
- 3. Select the **Resolution Code** from the dropdown menu.
- 4. Select or Enter information into the remaining Notes fields.





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• External Notes (Visible to customer):

- Who did you check in with?
- Who did you check out with?
- What activities did you perform for this service event?
- Internal Notes (For administrative use; not visible to customer):
 - o If additional on-site service is needed and why
 - Was an NCT on-site?
 - o NCT Timestamps
 - o Concerns or any additional information

5. After all information is entered, tap **Done** to close the Work Order.



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