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.

Work Order 658785-1	Audit Trail		
Ork Order	Search 🔎 Expand All 🗌		
658785-1	Create Date	Activity	
	7		
∡ Details	5/6/2015 1:26:16 PM	Assign - by: Dispatch8 Training (dispatch8)	
Information	▼ 5/6/2015 1:26:16 PM	Yanked - by: Dispatch8 Training (dispatch8)	
Activities	5/6/2015 1:26:16 PM	Chg Status - by: Dispatch8 Training (dispatch8)	
Part Orders	5/6/2015 1:26:08 PM	Change Dispatch Status - by: Dispatch8 Training (dispatch8)	
✓ Inventory	▼ 5/6/2015 1:26:08 PM	Rule Action - by: sa sa (sa)	
A ASC-ABC123	▼ 5/6/2015 1:25:59 PM	Notes - by: Dispatch8 Training (dispatch8)	
BAD	5/6/2015 1:25:07 PM	Accept - by: Dispatch8 Training (dispatch8)	
GOOD	5/6/2015 1:24:06 PM	Dispatch - by: Coordinator8 Training (ctrain8)	
MISSING	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.

A	🕄 Audit Trail			
s	Search	🔎 Expand All 🕻	Z	
	Create Date		Activity	•
Ÿ			notes	
-	5/6/2015 1:25:5	9 PM	Notes - by: Dispatch8 Training (dispatch8)	
Service Information: Confirmed By: Service Partner Test Supervisor Technician: Service Partner Test Service Partner Company: Daktronics Service Partner Service Date/Arrival Time: Thursday, May 29, 2015 8AM - 11AM CST NCT/2ND TECH Approved? No				
-	5/6/2015 1:23:4	3 PM	Notes - by: Coordinator8 Training (ctrain8)	
		te/Time: 5/29/15 8 AM e/Time: 5/29/15 11 AM		
	Site Time Res	trictions: n/a		
	BLBD			
	Customer info Site Name: Te			
	Test Contact Phone Numbe 123-456-7890)		
	When is the n	ext event? n/z		•

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.