The Forwarding Tab

About Work Order Forwarding:

Setting up forwarding rules allows you to temporarily reassign work orders without modifying the routing table. This is especially useful when someone is on vacation or away due to illness. Once the employee is available again, you can remove the forwarding rule to restore standard routing.

Note:

- Work orders that were assigned to an employee before the forwarding rule was set up must still be manually reassigned by the employee.
- If you do not set an expiry date for a rule (i.e. leave the end date set to "never"), you must delete the forwarding rule to deactivate it.
- For PM work orders, employees receiving forwarded work orders require Angus AnyWhere Mobile for iOS, Android and BlackBerry 10.