





## Event Types

The History section, located under the Workflow tab, displays a chronological record of events related to the work order's status. The table below displays a list of all events which can be added to a work order's history.

**Note:**

- Some events can be configured by default to trigger a tenant notification email, or can be set to do so on a case-by-case basis. For more information, see Tenant Notification Events in Angus Anywhere's online help.

Event	Description
<b>Open</b>	The work order has been created, but not assigned or dispatched.
<b>Assigned</b>	Indicates the work order has been assigned but not dispatched.
<b>Dispatched</b>	The work order has been dispatched, but not yet accepted or rejected.
<b>Dispatch Failed</b>	The attempt to dispatch the work order could not be completed. This is often caused by misconfiguration in the tradesperson's profile in Axis Portal (missing/ incorrect device email address), or a problem with the Engineering device (loss of signal or inactive device).
<b>Accepted</b>	The work order has been accepted by the tradesperson.
<b>Rejected</b>	Indicates the work order was not accepted by the tradesperson.
<b>Travelling</b>	The tradesperson is en route to the site.
<b>Delayed</b>	Indicates that work has been delayed.
<b>Work Started</b>	The tradesperson is on-site and has begun work.
<b>Work Completed</b>	Indicates work has been completed.
<b>Cancelled</b>	The work order was cancelled.