

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
Open	The work order has been created, but not assigned or dispatched.
Assigned	Indicates the work order has been assigned but not dispatched.
Dispatched	The work order has been dispatched, but not yet accepted or rejected.
Dispatch Failed	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).
Accepted	The work order has been accepted by the tradesperson.
Rejected	Indicates the work order was not accepted by the tradesperson.
Travelling	The tradesperson is en route to the site.
Delayed	Indicates that work has been delayed.
Work Started	The tradesperson is on-site and has begun work.
Work Completed	Indicates work has been completed.
Cancelled	The work order was cancelled.