green light

Ticket is Assigned to Engineer

Engineer receives assignment email and engineer confirms assignment via email

Engineer downloads Autotask app & open relevant ticket

Travels to site of assignment

Engineer change status of ticket as arrive on site on ticket in App

Ask for Site Contact & Introduce yourself

Engineer change status of ticket as commence work on ticket in App

Complete the work

Take any photos of your work as instructed

Engineer change status of ticket as completed work on site on ticket in App

Attach any photos or End User sign off as required

Add time entry to the ticket through App