Intelligent Control Room Management

Creating and Managing a Work Request Use Case
Use Case

Using the Production Model to manage fixing a data circuit to a remote location
User manually starts Workflow

User selects the Trouble Ticket schedule from the Start Task button. The workflow searches for the “DataCircuit” class and displays all possible choices.
The Class Properties are used to populate form

All information needed to report a problem is displayed to the user. The user enters the Trouble Ticket generated by the phone company and enters the reason for opening ticket in the “Comment” box. A Work Request is created.
User is reminded to check the status of the repair.

Once the Work Request has been created, an event is triggered that starts a new workflow to process the ticket. The status entered in the previous comment now appears in the History box and the user can enter new comments as necessary. If the trouble has been resolved, the user can select the “Problem Solved” box and the Work Request will be set to completed. Once this form is closed, the event will be triggered again.
Completing Work Request before Event fires

The user can manually start the process to close out the Work Request at any time. By selecting the “Trouble Ticket Intervention” schedule, the user can select the from all open Work Requests.
Completing the Work Request

The information is displayed again, and this time the user selects the “Problem Solved” check box. The Work Request is marked as completed and will not appear on the list again.