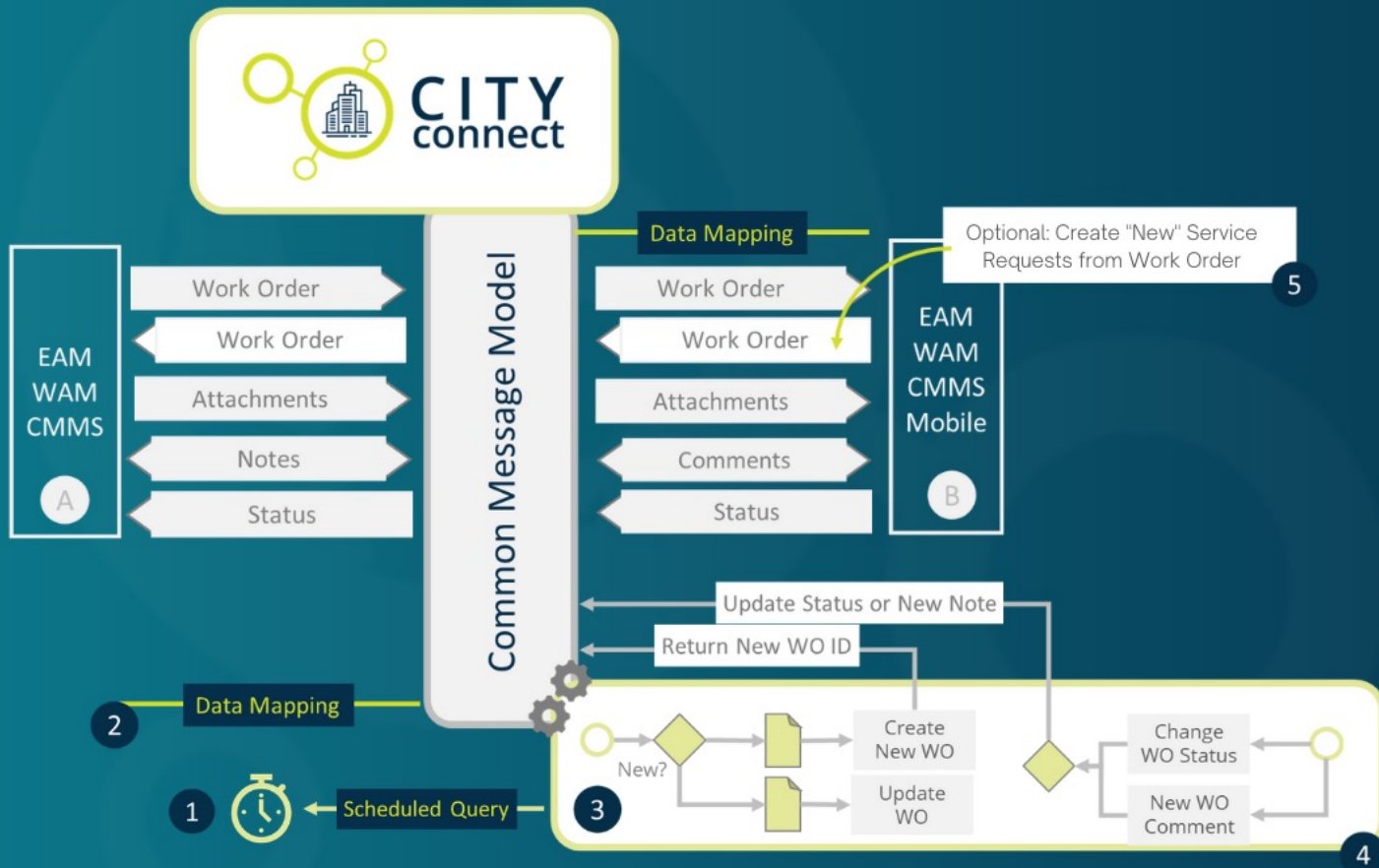


# Work Order Automation

Synchronize work orders between two systems that manage work activities.



- 1 The Automation performs a **Scheduled Query** against the work order data object in your work and asset management systems (A) and (B).
- 2 Work Orders and associated notes and attachments are mapped to the **Common Message Model**.
- 3 Each message is tagged as "New" or "Updated". New work orders are created in your **work and asset management System (B)**, and the work order in **System (A)** is updated with a work order ID. If a work order ID already exists in System (A), then it is queried and mapped fields are updated in System (B).
- 4 Any changes to status, comments, or attachments on the work order is updated through the **Common Message Model**.
- 5 Some customers also need their work orders synchronized in both directions, so work orders created in **System (B)** are reflected in **System (A)**.