Topic-Groups and Actions-

Question- Under the Action configuration within the user templates, what is Return and Group Return?

Ans- A "Return" is an action performed when a user needs to return a single asset or selected assets. For instance, if an asset is assigned to a different location, the return action can be executed. However, if a user intends to perform an action on multiple records simultaneously, they can utilize the "Group Return" feature.

Question- How to remove or assign multiple items at a time?

Ans- User can perform "Group action or Group return".

Question- Why we are not getting an option of performing an action which is newly created?

Ans- There are three scenario possible in this case:

User must not check the active box which present in front of action and second will be there must be some limitation present inside the action and third will be user permission issue.

Question- Why our assigned to Field is not updating with Action when Check In any Asset into the group?

Ans- Check In Field is not updating because in change field of the action "Delete value" is selected on return part and another scenario which is possible user have selected "yes "for the option "Update if value is blank" within Change field of the action.

Question- Why we are not getting an option of performing a return action on the records?

Ans- There are two scenarios in this case first user may not have permission to perform return action and second user has not created any close field within the action on the basis of which user can perform return action.

Question- How to add edit the fields which are already created into the group?

Ans- Go to "Group settings">> Click "edit" in front of that field then you will be able to edit created field within any group but user must have the permission to edit any field within any group which is already created.

Question- Why we are not getting an option of Adding a new group into my account?

Ans- User may not have the permission to add group or user must reached there maximum permissible limit of adding group within account.

Question- How can view the action history of my records?

Ans- Go to details page of the “Asset” there is a tab with the name of “Action” there you can view action history or you can create an action report.

Question- How can I archive the records on my group?

Ans- Select an record within details page there is a three horizontal dots there you will get the “Archive” option.

Question- Why I am not getting an option of Assigned to field in my change field section?

Ans- If a user has not created or added any entry in the "Assigned to" field within the Open field section, it will not be available as an option in the "Changed field."