



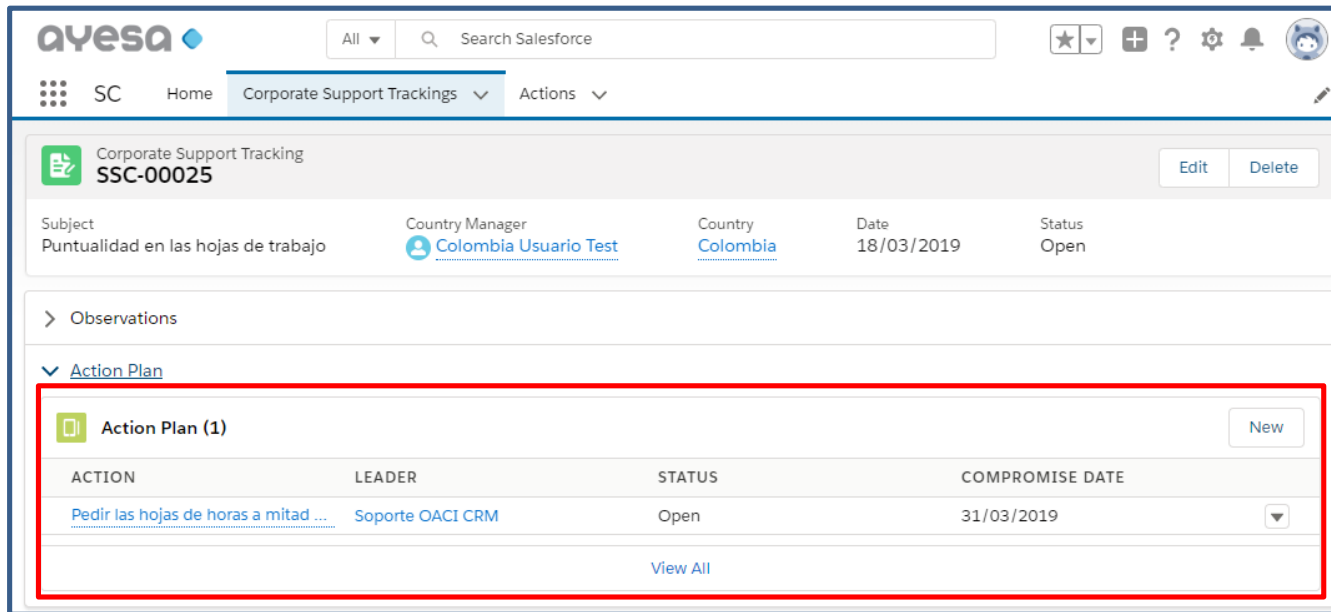
## How are actions created?

Corporate Tracking Support

- **Actions**

Actions are the activities to be carried out as a result of an application and the observations it contains.

The actions can only be created/modified by the **Corporate Directorate General**, so that all the action has established a date of commitment.



The screenshot displays the Ayesa Corporate Support Tracking interface. At the top, there is a navigation bar with the Ayesa logo, a search bar labeled "Search Salesforce", and several utility icons. Below the navigation bar, the breadcrumb trail shows "SC" > "Home" > "Corporate Support Trackings" > "Actions".


The main content area shows a record for "Corporate Support Tracking SSC-00025". It includes fields for "Subject" (Puntualidad en las hojas de trabajo), "Country Manager" (Colombia Usuario Test), "Country" (Colombia), "Date" (18/03/2019), and "Status" (Open). There are "Edit" and "Delete" buttons in the top right corner.


Below the record details, there is a section for "Observations" and an "Action Plan" section. The "Action Plan" section is highlighted with a red border and contains a table with the following data:


ACTION	LEADER	STATUS	COMPROMISE DATE
<a href="#">Pedir las hojas de horas a mitad ...</a>	Soporte OACI CRM	Open	31/03/2019

Below the table, there is a "View All" link. A "New" button is located in the top right corner of the Action Plan section.

- Create actions




 SC Home

 Corporate Support  
SSC-00025

Subject  
Puntualidad en las ho

> Observations

✓ Action Plan

 Action Plan (1)

ACTION	LEADER	STATUS	COMPROMISE DATE
<a href="#">Pedir las hojas de horas a mitad ...</a>	Soporte OACI CRM	Open	31/03/2019

View All

New Action: Draft

Information

\* Action

\* Compromise Date

\* Status
 

Open

\* Description

Comments

\* Leader
  Search People...

\* Request
 

SSC-00025

Cancel

Save & New

Save

?

⚙

🔔

👤

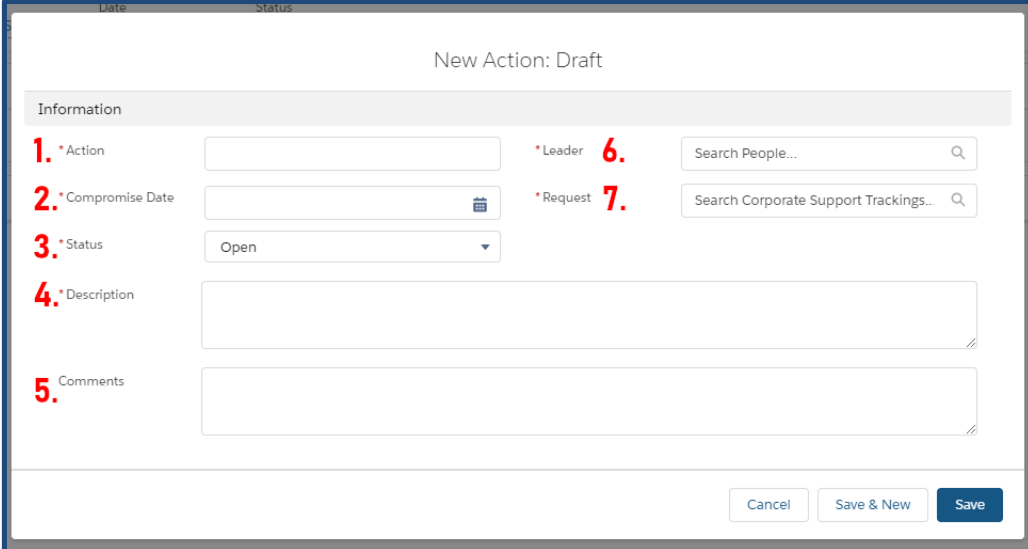
Edit

Delete

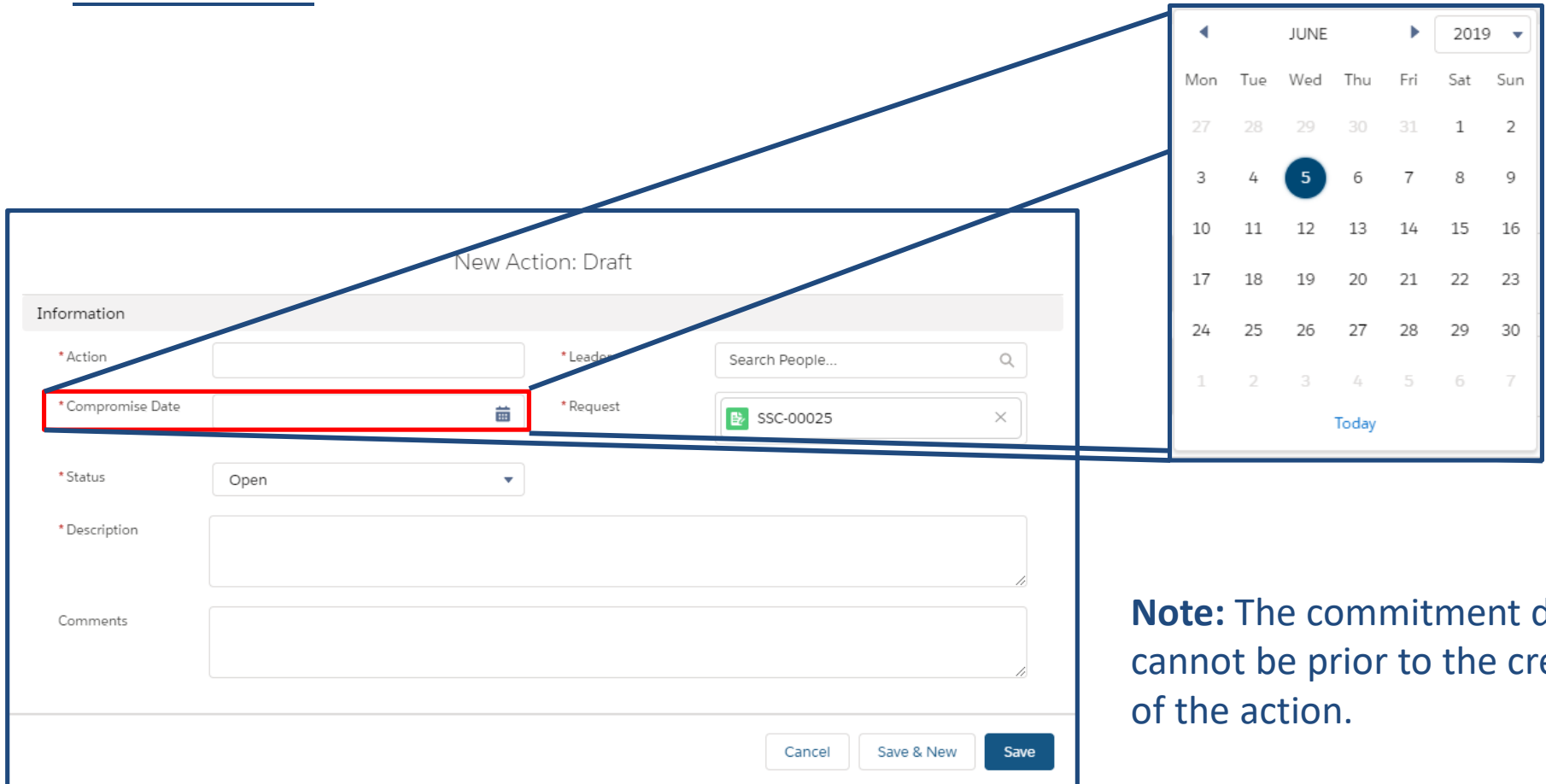
New

- Create actions

1. **Action:** Title/name of the action.
2. **Date of commitment:** deadline to complete the action.
3. **State:** The state in which the action is found. By default it is created in "open" state.
4. **Description:** Descriptive text of the action.
5. **Comments:** additional informative text to the description.
6. **Responsible:** person responsible for carrying out the action.
7. **Request:** request to which the action belongs.



- Create actions



New Action: Draft

Information

\* Action

\* Leader

\* Compromise Date

\* Request

\* Status

\* Description

Comments

Cancel Save & New Save

Calendar: JUNE 2019

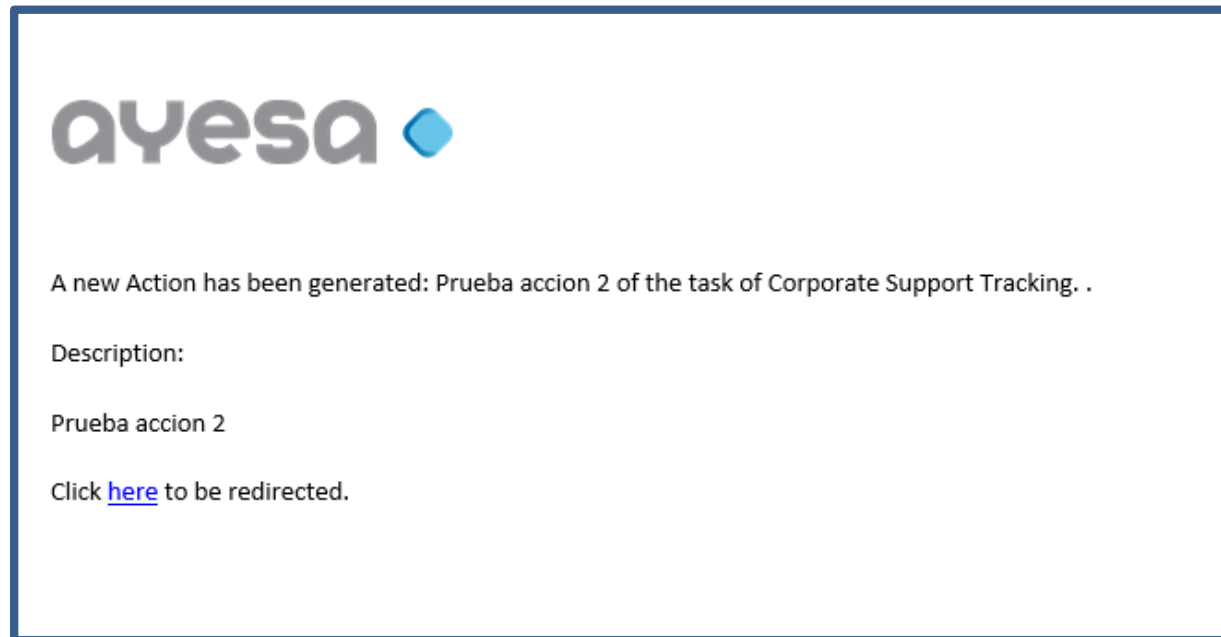
Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Today

**Note:** The commitment date cannot be prior to the creation of the action.

- Creating an action

When you create an action, an email alert is automatically sent to the recipient of the action.



For more information, refer to the SSC user manual

[https://ayesaoci--c.eu8.visual.force.com/resource/1560180032000/Manual\\_de\\_Usuario\\_SSC\\_Ingles](https://ayesaoci--c.eu8.visual.force.com/resource/1560180032000/Manual_de_Usuario_SSC_Ingles)

