

Reactive SLAs Tab - Add Building(s) to a Reactive Task

Wed, Jan 17, 2024 Contract Actions

1. Click on the Reactive SLAs tab.

| Work Order Types, Sub Work Order Types & Equipment/Service Types | | | | | | | | | | Actions |
|--|---------------------|---------------------------|-----------------|------------|------------|----------------|-----------------|---------------------|----------|---------|
| WO Type | Sub WO Type | Task Type | Op SLA | Non-Op SLA | Op Fix SLA | Non-Op Fix SLA | Op Temp Fix SLA | Non-Op Temp Fix SLA | Priority | |
| RETAIL | | | 4 Working Ho... | Not Set | Not Set | Not Set | Not Set | Not Set | Not Set | |
| RETAIL | Photography | | 4 Working Ho... | Not Set | Not Set | Not Set | Not Set | Not Set | Not Set | |
| RETAIL | Photography | Camera Display | 4 Working Ho... | Not Set | Not Set | Not Set | 2 Working Hours | Not Set | Not Set | |
| RETAIL | Photography | Equipment | 4 Working Ho... | Not Set | Not Set | Not Set | Not Set | Not Set | Not Set | |
| RETAIL | Retail Selling Aids | | 4 Working Ho... | Not Set | Not Set | Not Set | Not Set | Not Set | Not Set | |
| RETAIL | Retail Selling Aids | Customer BMI Scales - ... | 4 Working Ho... | Not Set | Not Set | Not Set | Not Set | Not Set | Not Set | |
| RETAIL | Retail Selling Aids | Footfall Counters | 4 Working Ho... | Not Set | Not Set | Not Set | Not Set | Not Set | Not Set | |
| RETAIL | Retail Selling Aids | Price Strips | 4 Working Ho... | Not Set | Not Set | Not Set | Not Set | Not Set | Not Set | |

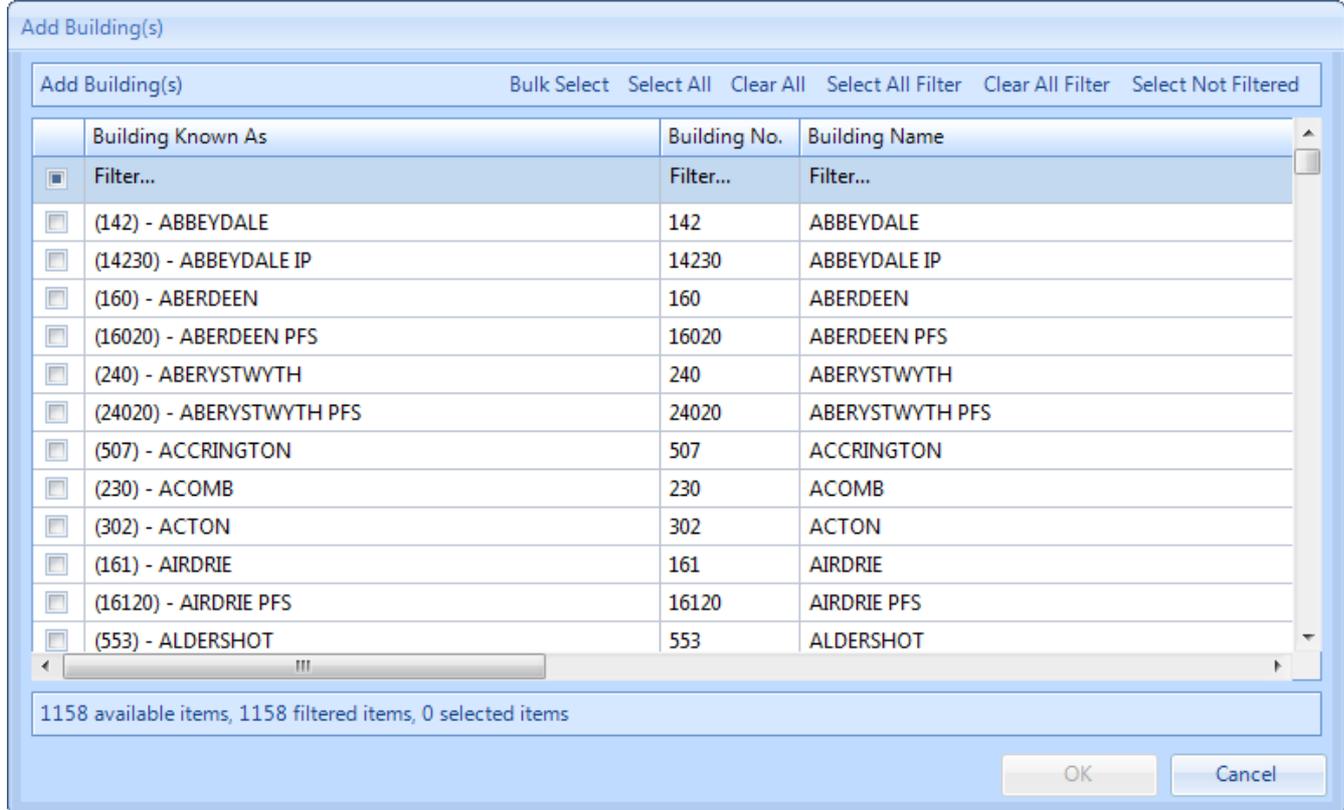
| Buildings | | | | | | | | | | | | Change Building SLAs |
|-----------|------------|--------------|---------------|------------|------------|-----------------|------------|------------|----------------|-----------------|-----------------|----------------------|
| Number | Client | Status | Name | Start Date | End Date | Op SLA | Non-Op SLA | Op Fix SLA | Non-Op Fix SLA | Op Temp Fix SLA | Non-Op Temp Fix | |
| 553 | Dr Explain | Trading | ALDERSHOT | 01/08/2014 | 31/07/2015 | 4 Working Ho... | Not Set | Not Set | Not Set | 2 Working Hours | Not Set | |
| 55320 | Dr Explain | Trading | Aldershot PFS | 01/08/2014 | 31/07/2015 | 4 Working Ho... | Not Set | Not Set | Not Set | 2 Working Hours | Not Set | |
| 555 | Dr Explain | Trading | BACUP | 01/08/2014 | 31/07/2015 | 4 Working Ho... | Not Set | Not Set | Not Set | 2 Working Hours | Not Set | |
| 573 | Dr Explain | Trading | BARGOED | 01/08/2014 | 31/07/2015 | 4 Working Ho... | Not Set | Not Set | Not Set | 2 Working Hours | Not Set | |
| 57320 | Dr Explain | Trading | BARGOED PFS | 01/08/2014 | 31/07/2015 | 4 Working Ho... | Not Set | Not Set | Not Set | 2 Working Hours | Not Set | |
| 628 | Dr Explain | Trading | BEDFORD | 01/08/2014 | 31/07/2015 | 4 Working Ho... | Not Set | Not Set | Not Set | 2 Working Hours | Not Set | |
| 62820 | Dr Explain | Trading | BEDFORD PFS | 01/08/2014 | 31/07/2015 | 4 Working Ho... | Not Set | Not Set | Not Set | 2 Working Hours | Not Set | |
| 478 | Dr Explain | Not Occupied | BIRTLEY | 01/08/2014 | 31/07/2015 | 4 Working Ho... | Not Set | Not Set | Not Set | 2 Working Hours | Not Set | |
| 567 | Dr Explain | Trading | BLAYDON | 25/08/2014 | 31/07/2015 | 4 Working Ho... | Not Set | Not Set | Not Set | 2 Working Hours | Not Set | |

2. Click on the Actions button and this menu will be displayed:

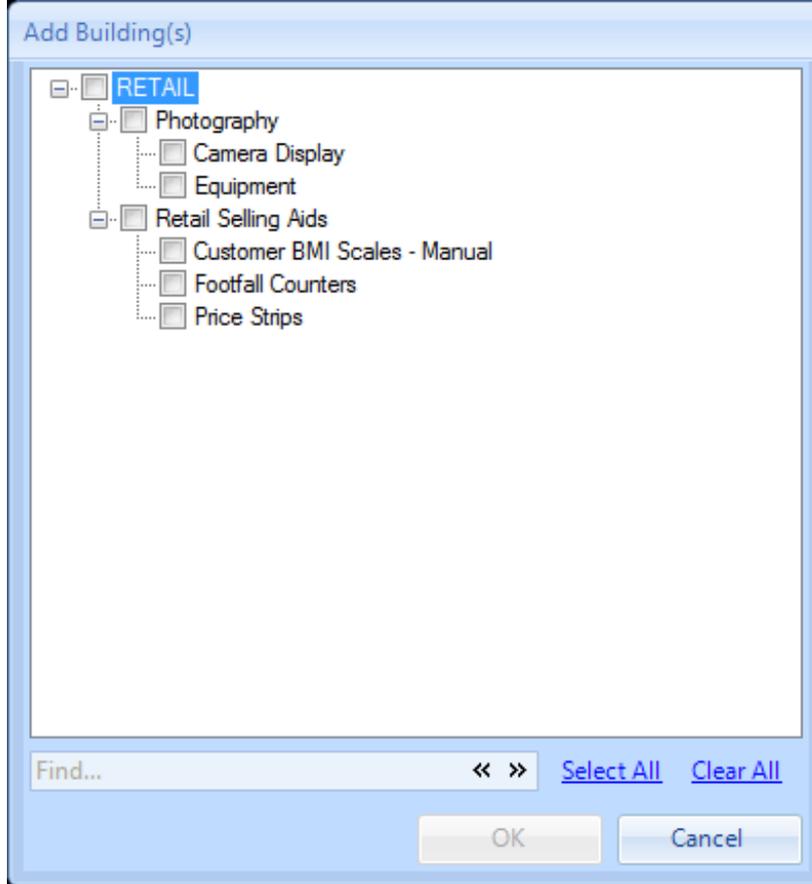
| Task Types |
|-------------------------------------|
| Add Task Type(s) |
| Change Task Type SLAs |
| Copy Task Type SLAs To Task Type(s) |
| Change Task Type Notes |
| Remove Task(s) |

| Buildings |
|--|
| Add Building(s) to Task Type(s) |
| Copy Task Type Buildings To Task Type(s) |
| Remove Building(s) from Task Type(s) |

3. Click Add Building(s) to Task Type(s). This window will the open:



4. From here Users can perform various activities including Bulk Select, Select All, Clear All, Select All Filtered, Clear All Filtered and Select Not Filtered.
5. Use the Select All or Clear All buttons to select/deselect the entire list.
6. If the User has filtered the list of Buildings, clicking on the Select All Filtered or Clear All Filtered will select/deselect all of the filtered Buildings.
7. Selecting all the Buildings not filtered can be done by clicking on the Select Not Filtered button.
8. Alternatively each Building can be selected individually by clicking on the tick box on the left hand side of the window.
9. Click [here](#) for further information on bulk importing of Buildings.
10. Once a list of Buildings has been selected this window will then open:



11. From here the User can add which task types they would like the Buildings selected to be applied to. Tick all the Task Types that these Buildings apply to and click OK.

12. Upon clicking on the OK button the [Reason for Contract Change](#) window will open

13. Confirming the reason for the contract change will add the selected Buildings to the selected task(s).

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=224>