Reactive SLAs Tab - Add Reactive Task Type(s)

This can be done from the Reactive SLAs Tab. This screen shows all of the Task Types and SLAs which were input in the SRA for the Contract.

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
CHECKOUT			Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Furniture		Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Furniture	Basket Shelf	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Furniture	Carrier Bag Holder	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Furniture	Checkout Barrier	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Furniture	Cheque Signing Stand	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Furniture	Chip and Pin Holder	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Furniture	Packaging Bay	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Furniture	Till Bell	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Furniture	Till Fabrication	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Furniture	Till Light Boxes	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Machinery		Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Machinery	Checkout Till	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Machinery	Counter Cache	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Machinery	Counter Cache (Integrat...	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set
CHECKOUT	Static Till Machinery	Queue Barriers	Not Set	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 SL...
Filter...	Filter...	Filter...	Filter...								

1. If any task types are added to the SRA or if task types have been removed from a contract and now need adding, this can be done by clicking on the Actions button. Click the "Actions" button.

Work Order Types, Sub Work Order Types & Equipment/Service Types — ▼ Actions

2. 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 on Add Task Type(s) menu option. The User will then be presented with all the task

types that are currently available for the contract.
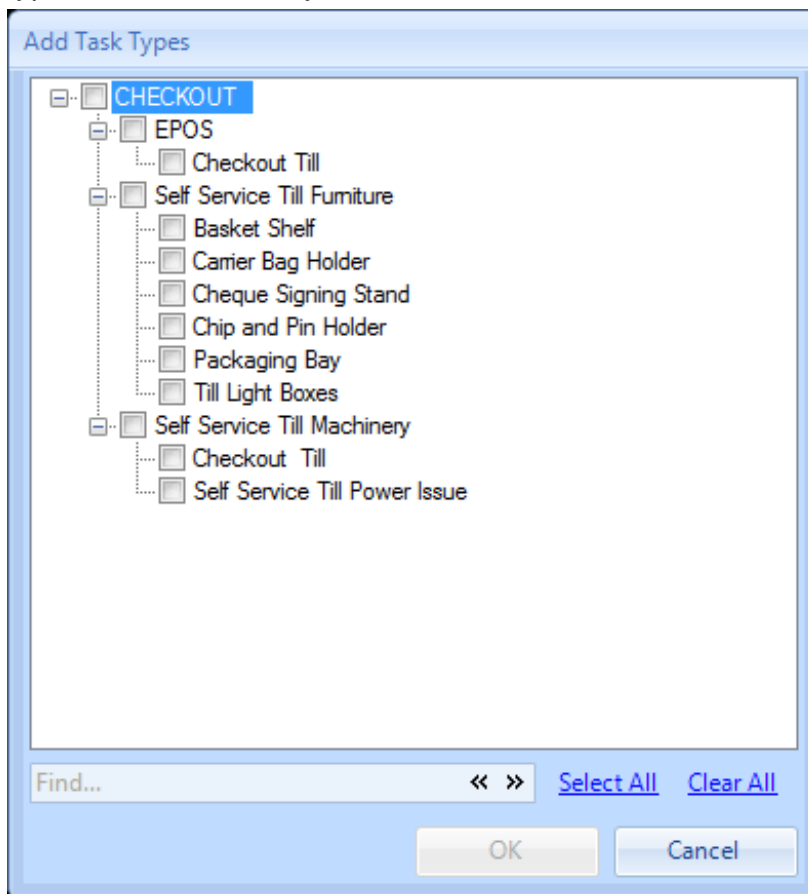
4. Select all of the task types to be added to this contract.

5. By using the quick search box at the bottom of this window the User can search for a specific word to aid them in finding task types more easily. Use the chevrons to move through the list of applicable items. If the User would like to add all tasks to the contract then click the Select All hyperlink. Clicking on the Clear All hyperlink will clear any tasks that have already been selected.

6. After selecting the task types to be removed click OK. The User will then be presented with the Reason for Contract Change window.

7. Confirming the reason for the contract change will add the selected task(s).

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