## Reactive SLAs Tab - Add Reactive Task Type(s)

💾 Wed, Jan 17, 2024 🛛 🖿 Contract Actions

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.

Work Order Type	s, Sub Work	c Order T	ypes & Equipment	t/Service Type	s															
WO Type Sub		Sub WO	Туре	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		Set N		Not Set		Not Set		Not Set			
CHECKOUT		Static Till Furniture		Basket Shelf		Not Set		Not Set		Not Set	lot Set		Not Set		Not Set		Not Set		Not Set	
CHECKOUT		Static Till Furniture		Carrier Bag Holder		Not Set		Not Set		Not Set	ot 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		Set N		Not Set		Not Set		Not Set		Not Set	
CHECKOUT		Static Till Furniture		Till Fabrication		Not Set	Not Set		Not Set		iet Not		t Set No		Not Set		Not Set		Not Set	
CHECKOUT		Static Till Furniture		Till Light Boxes		Not Set	Not Set		Not Set		t Not Set			Not Set		Not Set		Not Set		
CHECKOUT		Static Till Machinery				Not Set		Not Set		Not Set	Set Not 9		t Not Set		Not Se		et	Not Set		
CHECKOUT		Static Till Machinery		Checkout Till		Not Set	Not Set		Not Set		Set Not Se		Not Set		Not Se		et	Not Set		
CHECKOUT		Static Till Machinery		Counter Cache		Not Set	Not Set		Not Set		Set Not Set		Not Set		Not Se		et	Not Set		
CHECKOUT		Static Till Machinery		Counter Cache (Integrat		Not Set	Not Set		Not Set		Not Set N		Not Set N		Not Set		Not Set			
CHECKOUT		Static Till Machinery		Queue Barriers		Not Set	Not Set		Not Set		Not Set N		Not Set		Not Set		Not Set		Not Set	
CUTOKOUT		ALC: THERE IT		0 W 10		N.C.		N C		N.C. 1		NICI NICI		N. 10						
Buildings																		Change	Building SLAs	
Number	Client		Status	Name	▲ Start Da	te	End Date	:	Op SLA		Non-Op	SLA	Op Fix Sl	A	Non-Op F	ix SLA	Op Temp Fix SLA	A 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.

Actions



2. This menu will be displayed:



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

Powred by PHPKB (Knowledge Base Software)

types that are currently available for the contract.

Add Task Types	
CHECKOUT EPOS Checkout Till Self Service Till Fumiture Self Service Till Fumiture Carrier Bag Holder Cheque Signing Stand Cheque Signing Stand Chip and Pin Holder Packaging Bay Till Light Boxes Self Service Till Machinery Self Service Till Power Issue	
Find « »	Select All Clear All
ОК	Cancel

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).

Online URL: https://ostarasystems.knowledgebase.co/article.php?id=225