## Reactive SLAs Tab - Change Building SLA's

💾 Wed, Jan 17, 2024 🛛 🖿 Contract Actions

To change the Building SLA's please use the following steps:

1. Once the Buildings have been added to the contract, the User can change the individual Building SLA's at any point in time.

2. Highlight the Building that are going to be changed.

Work Order Types, Sub Work Order Types & Equipment/Service Types 🗢 Actions													
WO Type	Sub	WO Type	Task Type	(	Dp SLA	Non-Op SLA	Op Fix S	SLA	Non-Op Fix SLA	Op Tem	p Fix SLA N	on-Op Temp Fix SLA	Priority
RETAIL				4	Working Ho	Not Set	Not Set		Not Set	Not Set	N	ot Set	Not Set
RETAIL	Pho	tography		4	Working Ho	Not Set	Not Set		Not Set	Not Set	N	ot Set	Not Set
RETAIL	Pho	tography	Camera Display	4	Working Ho	Not Set	Not Set		Not Set	2 Worki	ng Hours N	ot Set	Not Set
RETAIL	Pho	tography	Equipment	4	Working Ho	Not Set	Not Set		Not Set	Not Set	N	ot Set	Not Set
RETAIL	Reta	ail Selling Aids		4	Working Ho	Not Set	Not Set		Not Set	Not Set	N	ot Set	Not Set
RETAIL	Reta	ail Selling Aids	Customer BMI Sca	ales 4	Working Ho	Not Set	Not Set		Not Set	Not Set	N	ot Set	Not Set
RETAIL Retail Selling Aids		Footfall Counters		Working Ho	Not Set	Not Set		Not Set	Not Set	N	ot Set	Not Set	
RETAIL	Reta	ail Selling Aids	Price Strips	4	Working Ho	Not Set	Not Set		Not Set	Not Set	N	ot Set	Not Set
Buildings Change Building SLAs													
Number	Client	Status	Name 🔺	Start Date	End Dat	e Op SLA	<b>.</b>	Non-Op 3	SLA Op Fix	SLA	Non-Op Fix S	LA Op Temp Fix SLA	Non-Op Temp Fix 🔺
Filter	Filter	Filter	Filter										
553	Dr Explain	Trading	ALDERSHOT	01/08/201	4 31/07/2	015 4 Work	ing Ho	Not Set	Not Se	t	Not Set	2 Working Hour	s Not Set
55320	Dr Explain	Trading	Aldershot PFS	01/08/201	4 31/07/2	015 4 Work	ing Ho	Not Set	Not Se	t	Not Set	2 Working Hour	s Not Set
555	Dr Explain	Trading	BACUP	01/08/201	4 31/07/2	015 4 Work	ing Ho	Not Set	Not Se	t	Not Set	2 Working Hour	s Not Set
573	Dr Explain	Trading	BARGOED	01/08/201	4 31/07/2	015 4 Work	ing Ho	Not Set	Not Se	t	Not Set	2 Working Hour	s Not Set
57320	Dr Explain	Trading	BARGOED PFS	01/08/201	4 31/07/2	015 4 Work	ing Ho	Not Set	Not Se	t	Not Set	2 Working Hour	s Not Set
628	Dr Explain	Trading	BEDFORD	01/08/201	4 31/07/2	015 4 Work	ing Ho	Not Set	Not Se	t	Not Set	2 Working Hour	s Not Set
62820	Dr Explain	Trading	BEDFORD PFS	01/08/201	4 31/07/2	015 4 Work	ing Ho	Not Set	Not Se	t	Not Set	2 Working Hour	s Not Set
478	Dr Explain	Not Occupied	BIRTLEY	01/08/201	4 31/07/2	015 4 Work	ing Ho	Not Set	Not Se	t	Not Set	2 Working Hour	s Not Set
567	Dr Explain	Trading	BLAYDON	25/08/201	4 31/07/2	015 4 Work	ing Ho	Not Set	Not Se	t	Not Set	2 Working Hour	s Not Set 👻
•						m							•

3. Click the Change Building SLAs button.

Change Building SLAs

4. This window will then open:

Buildings

Change Building SLAs					
Op SLR	4 Working Hours	▼	Non-Op SLR	Not Set	₹
Op Fix SLR	4 Working Hours	Ŧ	Non-Op Fix SLR	Not Set	₹
Op Temp Fix SLR	2 Working Hours	Ţ	Non-Op Temp Fix SLR	Not Set	₹
Priority	Not Set	Ţ			
				ОК	Cancel

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5. From here the different SLA's can be set by clicking on the drop down arrows. This window will then open:

Durati	on		
		Unit of time	
4.0	+	Working Hours	*
		OK	Cancel

6. Use the up and down arrows to increase/decrease time frame set the User can also double click in this field and simply overtype. Use the dropdown to choose whether the time frame is Not Set, Hours, Working Hours, Days, Working Days, Weeks or Months. The use or "Working" instead of hours/days means that this SLR will take into account the hours of availability set against the Resource. Clicking on "OK" will bring Users back to the previous screen in order for them to make any other changes to SLR's.

Change Task Type SLAs									
Op SLR	4 Working Hours	₹	Non-Op SLR	Not Set 두	]				
Op Fix SLR	4 Working Hours	▼	Non-Op Fix SLR	Not Set 🗨	]				
Op Temp Fix SLR	2 Working Hours	▼	Non-Op Temp Fix SLR	Not Set 🗨	]				
Priority	Not Set	₹							
				OK Cancel					

7. Once all changes have been made. Click on OK. The User will then be presented with the Reason for Contract Change window.

8. Confirming the reason for the contract change will save any changes made. The Building will then be populated with the times set.

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