Reactive SLAs Tab - Change Reactive Task Type SLA's

💾 Wed, Jan 17, 2024 🛛 🖿 Contract Actions

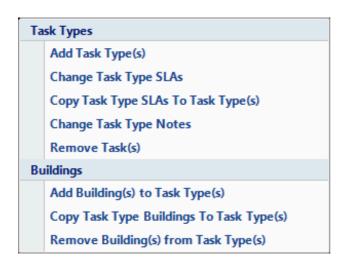
To change the SLA's please use the following steps:

1. Once the task types have been added to the contract (the SLA's will all default to what was set on the SRA). The User can change the SLA's at any point in time. These can be set at Work Order Type level, Sub Work Order Type level and Task Type level.

2. Highlight the Task line that is to be changed.

more order typ	pes, Sub Work Order Ty	ypes & Equipmen	o service Types								
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3. Click the Actions button. This menu will be displayed:



4. Click on Change Task Type SLAs this window will then open: <u>Powred by PHPKB</u> (Knowledge Base Software)

Change Task Type SLAs					
Op SLR	4 Working Hours	▼	Non-Op SLR	Not Set	₹
Op Fix SLR	Not Set	₹	Non-Op Fix SLR	Not Set	₹
Op Temp Fix SLR	Not Set	₹	Non-Op Temp Fix SLR	Not Set	₹
Priority	Not Set	₹			
				ОК	Cancel

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

Duration		
	Unit of time	
4.0 🌲	Working Hours	-
	OK	Cancel

Note: If the User has selected at Work Order level (blue) then anything set will replicate to Sub Work Order and Task levels automatically.

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 🗢
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. After confirming the reason for the contract change the reactive task(s) will then be populated with the times set.

work Order Ty	ypes, Sub Work Orde	r types & Equipmen	20 A										
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RETAIL	Retail	Selling Aids	Footfall Counters		4 Working Ho	Not Set	Not Set	Not	Set	Not Set	Not S	et	Not Set
RETAIL	Retail	Selling Aids	Price Strips		4 Working Ho	Not Set	Not Set	Not	Set	Not Set	Not S	et	Not Set
Buildings													Change Building SL
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Number Filter	Filter	Filter	Filter		014 31/07/2	015 4 Work				No			Non-Op Temp Fi
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9. The above screen shot shows times set against the Work Order Type level (blue) and different times set for Sub Work Order and Task Type levels.

10. If it is required to copy this to other tasks, use the Copy Task Type SLA's to Task Types functionality.

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