

Reactive SLAs Tab - Change Reactive Task Type SLA's

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.

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	Not Set	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	
Filter...	Filter...	Filter...	Filter...									
553	Dr Explain	Trading	ALDRSHOT	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	Not Set	Not Set	
55320	Dr Explain	Trading	Aldershot PFS	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	Not Set	Not Set	
555	Dr Explain	Trading	BACUP	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	Not Set	Not Set	
573	Dr Explain	Trading	BARGOED	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	Not Set	Not Set	
57320	Dr Explain	Trading	BARGOED PFS	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	Not Set	Not Set	
628	Dr Explain	Trading	BEDFORD	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	Not Set	Not Set	
62820	Dr Explain	Trading	BEDFORD PFS	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	Not Set	Not Set	
478	Dr Explain	Not Occupied	BIRTLEY	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	Not Set	Not Set	
567	Dr Explain	Trading	BLAYDON	25/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	Not Set	Not Set	

3. Click the Actions button. 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)

4. Click on Change Task Type SLAs this window will then open:
[Powered by PHPKB](#) (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		

OK 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 of "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.

