## Reactive SLAs Tab - Change Task Type Notes

💾 Wed, Jan 17, 2024 🛛 🖿 Contract Actions

Notes can be added at task level and will apply to all Buildings associated with that task. Task type notes can be added/changed in the following way:

1. Once the task types have been added to the contract, the User can change/add any notes relevant to a specific task.

2. Highlight the Task Type line to be changed.

Work Order Types	s, Sub Work Orde	er Types & Equipmen	t/Service Types														
WO Type	Sub W	/О Туре	Task Type		Op SLA	Non-C	Op SLA	Op Fix S	IA	Non-Op Fi	ix SLA	Op Tem	p Fix SLA	Non-C	p Temp Fix SLA	Priority	
RETAIL					4 Working Ho	Not Se	et	Not Set		Not Set		Not Set		Not Se	:t	Not Set	
RETAIL	Photo	graphy			4 Working Ho.	Not Se	et	Not Set		Not Set		Not Set		Not Se	t	Not Set	
RETAIL	Photo	graphy	Camera Display		4 Working Ho.	Not Se	et	Not Set		Not Set		2 Worki	ng Hours	Not Se	t	Not Set	
RETAIL	Photo	graphy	Equipment		4 Working Ho.	Not Se	et	Not Set		Not Set		Not Set		Not Se	t	Not Set	
RETAIL	Retail	Selling Aids			4 Working Ho.	Not Se	et	Not Set		Not Set		Not Set		Not Se	t	Not Set	
RETAIL	Retail	Selling Aids	Customer BMI Sc	ales	4 Working Ho.	Not Se	et	Not Set		Not Set		Not Set		Not Se	t	Not Set	
RETAIL	Retail	Selling Aids	Footfall Counters		4 Working Ho.	Not Se	et	Not Set		Not Set		Not Set		Not Se	t	Not Set	
RETAIL	Retail	Selling Aids	Price Strips		4 Working Ho.	Not Se	et	Not Set		Not Set		Not Set		Not Se	t	Not Set	
Buildings																Change Bu	ilding SLAs
Number	Client	Status	Name 🔺	Start Dat	te End I	Date	Op SLA		Non-Op	SLA C	Dp Fix SL	A	Non-Op Fix	x SLA	Op Temp Fix SLA	Non-Op	o Temp Fix 🔺
Filter	Filter	Filter	Filter														
553	Dr Explain	Trading	ALDERSHOT	01/08/20	014 31/03	/2015	4 Working	g Ho	Not Set	١	Not Set		Not Set		2 Working Hours	Not Set	
55320	Dr Explain	Trading	Aldershot PFS	01/08/20	014 31/0	/2015	4 Workin	g Ho	Not Set	١	Vot Set		Not Set		2 Working Hours	Not Set	
555	Dr Explain	Trading	BACUP	01/08/20	014 31/0	/2015	4 Working	g Ho	Not Set	1	Not Set		Not Set		2 Working Hours	Not Set	
573	Dr Explain	Trading	BARGOED	01/08/20	014 31/0	/2015	4 Working	g Ho	Not Set	٩	Vot Set		Not Set		2 Working Hours	Not Set	
57320	Dr Explain	Trading	BARGOED PFS	01/08/20	014 31/07	/2015	4 Working	g Ho	Not Set	٩	Vot Set		Not Set		2 Working Hours	Not Set	
628	Dr Explain	Trading	BEDFORD	01/08/20	014 31/0	/2015	4 Working	g Ho	Not Set	٩	Vot Set		Not Set		2 Working Hours	; Not Set	
62820	Dr Explain	Trading	BEDFORD PFS	01/08/20	014 31/0	/2015	4 Working	g Ho	Not Set	٩	Not Set		Not Set		2 Working Hours	Not Set	
478	Dr Explain	Not Occupied	BIRTLEY	01/08/20	014 31/0	/2015	4 Working	g Ho	Not Set	١	Not Set		Not Set		2 Working Hours	; Not Set	
567	Dr Explain	Trading	BLAYDON	25/08/20	014 31/0	/2015	4 Working	g Ho	Not Set	٩	Vot Set		Not Set		2 Working Hours	; Not Set	-
•						III											•

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)					
Bu	ildings					
	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 Notes" menu option and this window will then open:

Powred by PHPKB (Knowledge Base Software)

5. Once all notes have been entered. Click on the OK button. The User will then be presented with the Reason for Contract Change window.

6. After confirming the reason for the contract change all notes will be saved.

Online URL: https://ostarasystems.knowledgebase.co/article.php?id=228