

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, 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	2 Working Hours	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	2 Working Hours	Not Set	
55320	Dr Explain	Trading	Aldershot PFS	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	2 Working Hours	Not Set	
555	Dr Explain	Trading	BACUP	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	2 Working Hours	Not Set	
573	Dr Explain	Trading	BARGOED	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	2 Working Hours	Not Set	
57320	Dr Explain	Trading	BARGOED PFS	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	2 Working Hours	Not Set	
628	Dr Explain	Trading	BEDFORD	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	2 Working Hours	Not Set	
62820	Dr Explain	Trading	BEDFORD PFS	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	2 Working Hours	Not Set	
478	Dr Explain	Not Occupied	BIRTLEY	01/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	2 Working Hours	Not Set	
567	Dr Explain	Trading	BLAYDON	25/08/2014	31/07/2015	4 Working Ho...	Not Set	Not Set	Not Set	2 Working Hours	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 Notes" menu option and this window will then open:

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>