

Reactive SLAs Tab - Copy Task Type SLA's to Task Types

After adding an SLA to a task type on the contract the User can now copy that to other task types. This can be done in the following way:

- 1. These can be set at Work Order Type level or Sub Work Order and Task Type level.
- 2. Highlight the Task line to be copied.

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)

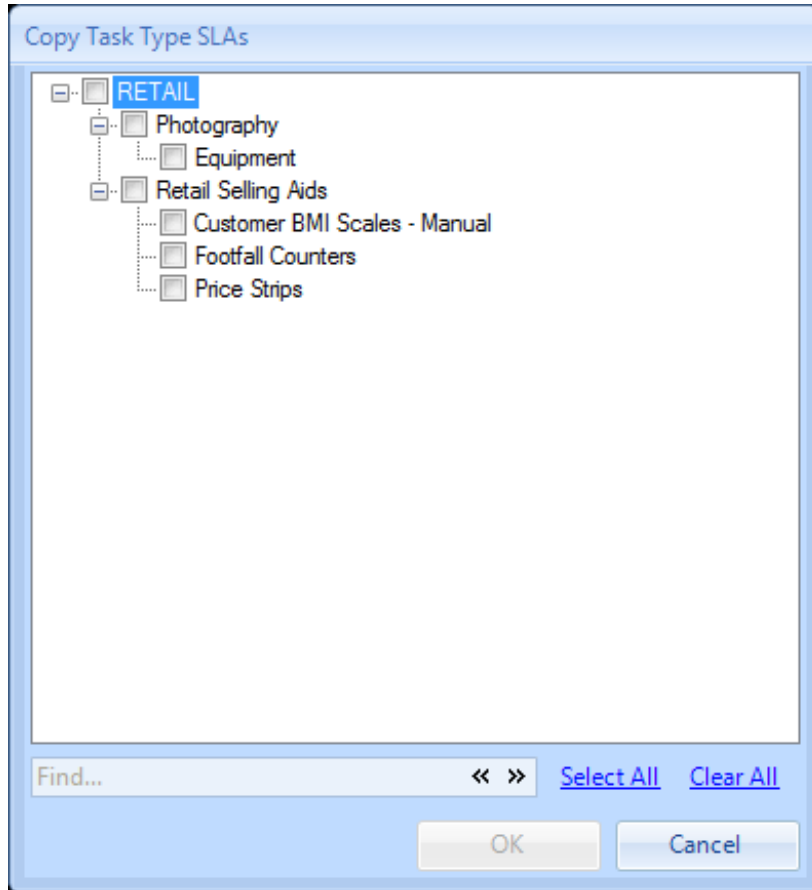
Buildings

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 Copy Task Type SLAs To Task Type(s) menu option. This window will then open:



5. Tick any task types the new SLA's will apply to by clicking on the tick box on the left hand side of the window. Clicking on the Work Order Type will automatically tick every Sub Work Order Type and Equipment/Service Types underneath it. Clicking on a Sub Work Order Type will automatically tick any Equipment/Service Types underneath it. Alternatively the User can click on individual Equipment/Services Types separately. If the User would like to apply this SLA to everything they can click on the "Select All" button. Clicking on the "Clear All" button will clear everything that has been selected.

6. Once the User has selected all Task Types click on OK. The User will then be presented with the [Reason for Contract Change](#) window.

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

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=230>