## Reactive SLAs Tab - Remove Reactive Task(s)

💾 Wed, Jan 17, 2024 🛛 🖿 Contract Actions

## This can be achieved using the Reactive SLAs Tab:

| Work Order Type                | es, Sub Work O                 | order Types & Equipme                 | nt/Service Types   |           |         |          |         |         |             |         |         |                 |         |           |         |                 |          |                |  |
|--------------------------------|--------------------------------|---------------------------------------|--------------------|-----------|---------|----------|---------|---------|-------------|---------|---------|-----------------|---------|-----------|---------|-----------------|----------|----------------|--|
| WO Type                        | Sul                            | b WO Type                             | Task Type          |           | Op SLA  |          | Non-Op  | SLA     | Op Fix S    | LA      | Non-Op  | Fix SLA         | Op Tem  | p Fix SLA | Non-0   | Op Temp Fix SLA | Priority | _              |  |
| СНЕСКОИТ                       |                                |                                       |                    | Not Set   |         | Not Set  |         | Not Set |             | Not Set |         | Not Set         |         | Not Set   |         | Not Set         |          |                |  |
| CHECKOUT Static Till Furniture |                                | tic Till Furniture                    |                    |           | Not Set |          | Not Set |         | Not Set     | Not Set |         | Not Set         |         | Not Set   |         | Not Set         |          |                |  |
| CHECKOUT Static Till Furniture |                                | Basket Shelf                          |                    | Not Set   |         | Not Set  |         | Not Set |             | Not Set |         | Not Set         |         | Not Set   |         | Not Set         |          |                |  |
| CHECKOUT                       | CHECKOUT Static Till Furniture |                                       | Carrier Bag Holder |           | Not Set |          | Not Set |         | Not Set     |         | Not Set |                 | Not Set |           | Not Set |                 | Not Set  |                |  |
| CHECKOUT                       | CHECKOUT Static Till Furniture |                                       | Checkout Barrier   |           | Not Set |          | Not Set |         | Not Set     |         | Not Set |                 | Not Set |           | Not Set |                 | Not Set  |                |  |
| CHECKOUT                       | Sta                            | atic Till Furniture                   | Cheque Signing S   | tand      | Not Set |          | Not Set |         | Not Set     |         | Not Set |                 | Not Set |           | Not S   | et              | Not Set  |                |  |
| CHECKOUT                       | Sta                            | tic Till Furniture                    | Chip and Pin Hold  | ler       | Not Set |          | Not Set |         | Not Set     |         | Not Set |                 | Not Set |           | Not S   | et              | Not Set  | _              |  |
| CHECKOUT                       | Sta                            | atic Till Furniture                   | Packaging Bay      |           | Not Set |          | Not Set |         | Not Set     |         | Not Set |                 | Not Set |           | Not S   | et              | Not Set  | -              |  |
| CHECKOUT                       | Sta                            | atic Till Furniture                   | Till Bell          |           | Not Set |          | Not Set |         | Not Set     |         | Not Set |                 | Not Set |           | Not S   | et              | Not Set  |                |  |
| CHECKOUT                       | Sta                            | atic Till Furniture                   | Till Fabrication   |           | Not Set |          | Not Set |         | Not Set     |         | Not Set |                 | Not Set |           | Not S   | et              | Not Set  |                |  |
| CHECKOUT                       | Sta                            | atic Till Furniture                   | Till Light Boxes   |           | Not Set |          | Not Set |         | Not Set     |         | Not Set |                 | Not Set |           | Not S   | et              | Not Set  |                |  |
| CHECKOUT                       | Sta                            | atic Till Machinery                   |                    |           | Not Set |          | Not Set |         | Not Set     |         | Not Set |                 | Not Set |           | Not S   | et              | Not Set  |                |  |
| CHECKOUT                       | HECKOUT Static Till Machinery  |                                       | Checkout Till      |           | Not Set |          | Not Set |         | Not Set     |         | Not Set |                 | Not Set |           | Not S   | et              | Not Set  | Not Set        |  |
| CHECKOUT                       | HECKOUT Static Till Machinery  |                                       | Counter Cache      |           | Not Set |          | Not Set |         | Not Set Not |         | Not Set | Not Set Not Set |         | t Not Se  |         | et              | Not Set  |                |  |
| CHECKOUT                       | Sta                            | tic Till Machinery                    | Counter Cache (Ir  | itegrat   | Not Set |          | Not Set |         | Not Set     |         | Not Set |                 | Not Set |           | Not S   | et              | Not Set  |                |  |
| CHECKOUT                       |                                | atic Till Machinery                   | Queue Barriers     |           | Not Set |          | Not Set |         | Not Set N   |         | Not Set | Not Set Not Set |         | t Not Se  |         | et Not Set      |          |                |  |
| LOUTOKOUT                      | 0                              | AT THE R. P. LEWIS CO., LANSING MICH. | A 14               |           |         |          |         |         | N. C.       |         |         |                 | N. C.   |           | N. C    | •               | N . C .  |                |  |
| Buildings                      |                                |                                       |                    |           |         |          |         |         |             |         |         |                 |         |           |         |                 | Change   | Building SLAs  |  |
| Number                         | Client                         | Status                                | Name 🔺             | Start Dat | e       | End Date |         | Op SLA  |             | Non-Op  | SLA     | Op Fix Sl       | LA      | Non-Op F  | ix SLA  | Op Temp Fix SLA | Non-     | Op Temp Fix SL |  |
| Filter                         | Filter                         | Filter                                | Filter             |           |         |          |         |         |             |         |         |                 |         |           |         |                 |          |                |  |
|                                |                                |                                       |                    |           |         |          |         |         |             |         |         |                 |         |           |         |                 |          |                |  |

## 1. Click the "Actions" button.

Work Order Types, Sub Work Order Types & Equipment/Service Types

## 2. This menu will be displayed:

| Та | 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)     |  |  |  |  |  |  |

3. Click on "Remove Task(s)". The User will then be presented with all the task types that are currently on the contract.

| Add Task Types  |
|---|
| CHECKOUT  Checkout Till  Self Service Till Furniture  Basket Shelf  Carrier Bag Holder  Cheque Signing Stand  Chip and Pin Holder  Packaging Bay  Till Light Boxes  Self Service Till Machinery  Checkout Till  Self Service Till Power Issue |
| Find  |
| OK Cancel   |

4. Select all of the task types to be removed from this contract.

5. By using the quick search box at the bottom of this window the User can search for a specific word to aid them finding task types more easily. Use the chevrons to move through the list of applicable items. If the User would like to remove all tasks from the contract then click the select all button. Clicking on the "Clear All" button will clear any tasks that have already been selected

6. After selecting the task types to be removed click 'OK'. The User will then be presented with the Reason for Contract Change window.

7. Confirming the reason for the contract change will remove the selected task(s) and will also remove any Buildings associated with it.

8. However if there are Work Orders that will be affected the Affected Work Orders screen will open.

9. Once the User has decided what to do with any affected work orders (if applicable). The reactive task(s) selected and any associated Buildings will be removed.

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