

Reactive SLAs Tab - Remove Reactive Task(s)

Wed, Jan 17, 2024 Contract Actions

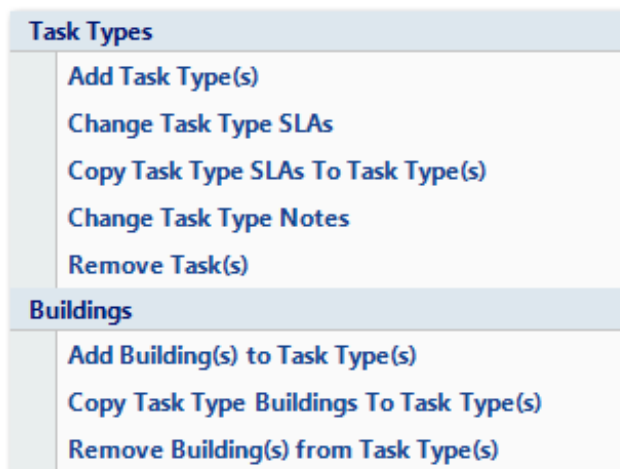
This can be achieved using the Reactive SLAs Tab:

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	
CHECKOUT			Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static 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	Static Till Furniture	Carrier Bag Holder	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static Till Furniture	Checkout Barrier	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static Till Furniture	Cheque Signing Stand	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static Till Furniture	Chip and Pin Holder	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static Till Furniture	Packaging Bay	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static Till Furniture	Till Bell	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static Till Furniture	Till Fabrication	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static Till Furniture	Till Light Boxes	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static Till Machinery		Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static Till Machinery	Checkout Till	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static Till Machinery	Counter Cache	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static Till Machinery	Counter Cache (Integrat...	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	
CHECKOUT	Static Till Machinery	Queue Barriers	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	Not Set	

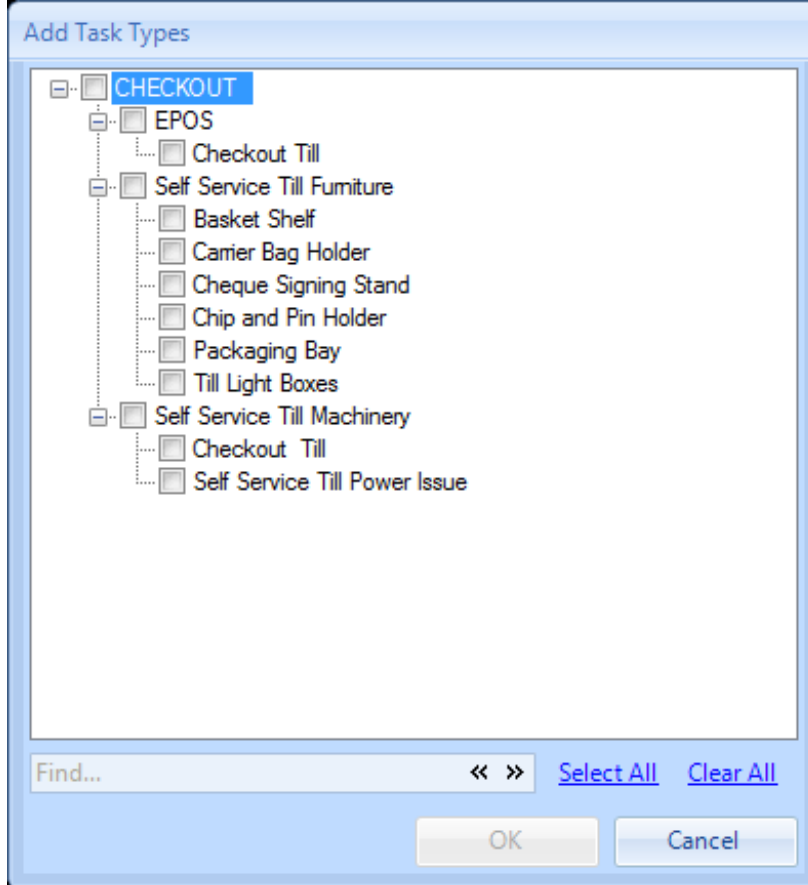
Buildings												Change Building SLAs
Number	Client	Status	Name	Start Date	End Date	Op SLA	Non-Op SLA	Op Fix SLA	Non-Op Fix SLA	Op Temp Fix SLA	Non-Op Temp Fix SLA	
Filter...	Filter...	Filter...	Filter...									

1. Click the "Actions" button.

2. This menu will be displayed:



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



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.

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=232>