


Providing Feedback

📅 Thu, Jan 18, 2024 📁 Feedback on Jobs Completed in the last 30 days


Once a job has been completed, there is the opportunity to provide Feedback on how well this work was undertaken and also on the general behaviour etc. of the Resource. Feedback is given using the actions "Feedback - Negative" and "Feedback - Positive" on jobs that currently have no feedback provided. If a job has already had feedback provided then the Feedback actions cannot be used. To provide feedback, perform the following:


1. After locating a job that has been completed, the Feedback actions become available. Select the relevant to provide the desired feedback.

Actions


Set Estimate



Set Fixed Cost

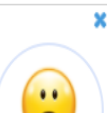

Recall Job


Remove Linked Work Order



Amend Parts/Equipment

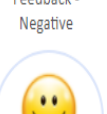

Send Email



Feedback >



Feedback - Negative


Add Notes >


Change >


Feedback - Positive


Add/Edit/View Custom Data


View Notes History

Completed Jobs (7)

7620097

Reactive Job 7620098 for (00006) Tower Bridge Demo | Refresh

Job Status

5.01 - Job completed - in invoice process

Escalation

Building

00006 - Tower Bridge Demo (00006)

(Building Notes)

11-19 Lower Parliament St, Tower Bridge,

(Building Contacts)

London, London, WC1E 8AH, England

Job Description

HVAC, Air Conditioning, Indoor AC Unit, Leaking

Reason

Wear and Tear Breakdown

Creation Notes (History)

notes can go here

Caller

FM Manager, Ostara.User, 08448 802582, darren.bayley@ostarasystems.com

Who's Attending?

Ostara Contractor Ltd (INT102) (Contact Details)

Response (SLA)

before 20/11/2023 17:37 (Contractual SLA (4 working hours))

Calculated cost

£47.82 ...

Location

Location

Ground Floor, Back Of House, Plant Room

(00006) Tower Bridge Demo (00006)

Availability

Monday: 07:00 - 19:00
Tuesday: 07:00 - 19:00
Wednesday: 07:00 - 20:30
Thursday: 07:00 - 19:00
Friday: 07:00 - 19:00
Saturday: 07:00 - 20:00
Sunday: 07:00 - 19:00
Bank Holidays: 10:00 - 18:00

Notes

Building Notes specific about the Building - can be shown to Contractors, Call Centre, or end Client Users

Asbestos Details

Boiler Housing: Ground Floor, Back Of House, Plant Room (Confirmed)
Ceiling Tile: Ground Floor, Back Of House, Staff Room, Above Door (Confirmed)
Toilet Cistern: Ground Floor, Back Of House, Male Staff Toilets (Confirmed)

Listed Building

No

Conservation Area

No

2. Upon selecting the feedback type, enter the feedback details in the Feedback field. Once that is done, click "Save". Alternatively, if the incorrect feedback was selected then click the "Cancel" button to return to the Job Detail page.
3. Once feedback has been provided, the feedback actions are locked down and no more feedback can be provided.

Actions <<	Job 7463376 for CREWE Refresh	Job History (3 of 8) Show all								
<div> Feedback - Negative Feedback provided</div> <div> Feedback - Positive Feedback provided</div>	<div>Job Status 5.01 - Job completed - in invoice process</div> <div>Job Description CARPARK , Groundworks, Gritting, Required</div> <div>Who's Attending? Resource 1 Ltd (JWC003) (Contact Details)</div> <div>Agreed SLA between 03/02/2014 00:00 and 09/02/2014 00:00</div> <div>Contractor Advised 09/02/2014 00:00</div> <div>Attendance By</div>	<table><tr><th>Event</th><th>Date</th></tr><tr><td>Website - Positive Feedback Received</td><td>07/04/2014 09:43</td></tr><tr><td>Agent - Invoice Added</td><td>03/03/2014 14:29</td></tr><tr><td>Agent - Job Stopped - No Revisit Required</td><td>11/02/2014 17:50</td></tr></table> <div>Job Event Detail</div> <div>Event Feedback - Positive</div> <div>Outcome Website - Positive Feedback Received</div> <div>Date 07/04/2014 09:43</div> <div>Event Creator site120</div> <div>Notes test</div>	Event	Date	Website - Positive Feedback Received	07/04/2014 09:43	Agent - Invoice Added	03/03/2014 14:29	Agent - Job Stopped - No Revisit Required	11/02/2014 17:50
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Location										
Location Ground Floor, Car Park, Ground Floor										

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=493>