

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.

The screenshot displays a software interface with two main panels. The left panel, titled 'Actions', contains a grid of icons for various tasks: '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', and 'View Notes History'. The right panel, titled 'Completed Jobs (7)', shows details for job '7620097'. It includes a 'Reactive Job 7620098 for (00006) Tower Bridge Demo' with a 'Refresh' link. Job details include: 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, London, London, WC1E 8AH, England), Job Description (HVAC, Air Conditioning, Indoor AC Unit, Leaking), Reason (Wear and Tear Breakdown), Creation Notes (notes can go here), Caller (FM Manager, Ostaras.User, 08448 802582, darren.bayley@ostarasystems.com), Who's Attending? (Ostaras Contractor Ltd (INT102) (Contact Details)), Response (SLA) (before 20/11/2023 17:37 (Contractual SLA (4 working hours))), and Calculated cost (£47.82). Below this is a 'Location' section for 'Ground Floor, Back Of House, Plant Room'. A section for '(00006) Tower Bridge Demo (00006)' lists 'Availability' by day (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) and 'Notes' (Building Notes specific about the Building - can be shown to Contractors, Call Centre, or end Client Users). 'Asbestos Details' include: Boiler Housing: Ground Floor, Back Of House, Plant Room (Confirmed), Ceiling Tile: Ground Floor, Back Of House, Staff Room, Above Door (Confirmed), and Toilet Cistern: Ground Floor, Back Of House, Male Staff Toilets (Confirmed). 'Listed Building' is 'No' and 'Conservation Area' is '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										
 Feedback - Negative Feedback provided  Feedback - Positive Feedback provided	<p>Job Status 5.01 - Job completed - in invoice process</p> <p>Job Description CARPARK , Groundworks, Gritting, Required</p> <p>Who's Attending? Who's Resource 1 Ltd (JWC003) (Contact Details)</p> <p>Agreed SLA between 03/02/2014 00:00 and 09/02/2014 00:00</p> <p>Contractor Advised 09/02/2014 00:00</p> <p>Attendance By</p>	<table border="1"><thead><tr><th>Event</th><th>Date</th></tr></thead><tbody><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></tbody></table>	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		Job Event Detail										
Location Ground Floor, Car Park, Ground Floor		<table><tr><td>Event</td><td>Feedback - Positive</td></tr><tr><td>Outcome</td><td>Website - Positive Feedback Received</td></tr><tr><td>Date</td><td>07/04/2014 09:43</td></tr><tr><td>Event Creator</td><td>site120</td></tr><tr><td>Notes</td><td>test</td></tr></table>	Event	Feedback - Positive	Outcome	Website - Positive Feedback Received	Date	07/04/2014 09:43	Event Creator	site120	Notes	test
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Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=493>