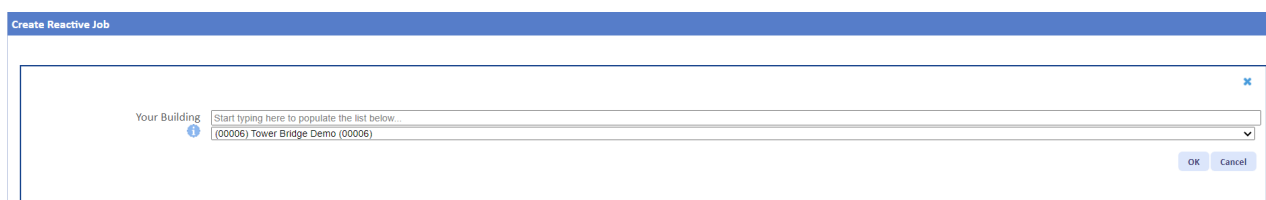


Create Reactive Job - Wizard View

📅 Fri, Jan 19, 2024 📁 [Create Reactive Job Tab](#)

To create a Reactive Job using the Wizard View, simply click the "Create Job" tab then the "Create Reactive Job" button and follows these steps:

1. Clicking the "Create Reactive Job" button will display the first step of the Create Reactive Job process: the Building tab. This will do one of two things depending on the number of Building available to the User. If the User has one Building, the "Your Building" field will be automatically filled in with that Building. If they have more than one, then the User will have the option to either type the Building in the text box or choose the desired Building from the drop down. There is also the option to select whether an Asset is available or not but this is described later on (see the [Create Job - Asset Available](#) page).



The screenshot shows the 'Create Reactive Job' wizard interface. The title bar is 'Create Reactive Job'. The main content area has a label 'Your Building' with an information icon. Next to it is a search bar with the placeholder text 'Start typing here to populate the list below...'. Below the search bar is a dropdown menu showing the selected item: '(00006) Tower Bridge Demo (00006)'. At the bottom right of the form are 'OK' and 'Cancel' buttons.

Once the Building has been selected, click the "Next" button to proceed.

Note: The Summary section to the right will get updated with the information chosen in each tab and provides Users the option to change any information they have entered previously from any point, if the need arises.

2. The next tab is the Task tab. In the "Task Search" field, enter the item that needs attending to and click the "Search" button. This will display a list of faults/issues relating to the search criteria in which the User must select the correct fault/issue that is causing a problem. If the User selects a fault/issue that is not maintained, a message is displayed next to the task and will not allow the User to select it (this is permission based).



The screenshot shows the 'Create Reactive Job' wizard interface for the Task tab. The title bar is 'Create Reactive Job'. The main content area has a label 'Describe the issue/requirement' with a search bar containing the text 'For example, toilet blocked, light not working, lift stuck'. Below the search bar is a link 'Alternatively, click here to search by asset number'. At the bottom, there is a section 'Frequently used issues/requirements' with the text 'Indoor AC Unit, Leaking'. At the bottom right of the form are 'OK' and 'Cancel' buttons.

Once the fault/issue has been selected, the "Symptom" and "Reason for task" need to be determined. Both the "Symptom" and "Reason for task" fields are drop downs which the User can select from. Explanatory text may appear in relation to the "Reason for task" chosen (if configured by the System Administrator) providing detail on what each Reason should be used for. Also, if necessary, it is possible for the User to enter a "Quantity" (for example if there are multiple light bulbs blown) or a Code relating to the issue in the "Code/Quantity"

field.

The screenshot shows the 'Create Reactive Job' form. At the top, there's a header 'Create Reactive Job'. Below it, a text input field contains 'Lights'. To the right of this field is a 'Search' button. Below the input field, a link says 'Alternatively, click here to search by asset number'. Underneath, a 'Selected:' label is followed by 'Lights / Lamps, Lamps, Flood (Change)'. There are three dropdown menus: 'Symptom' (showing '(select...)'), 'Reason for task' (showing '(select...)'), and 'Code/Quantity' (empty). To the right of each dropdown is a blue information icon. At the bottom left, a section 'Frequently used issues/requirements' lists 'Indoor AC Unit, Leaking'. At the bottom right are 'OK' and 'Cancel' buttons.

Once the task has been selected, click the "Next" button to proceed.

3. Next is the Location tab. This is where the location of the issue is entered. Start off by checking if the Level is correct by checking the Level located on the left. If this is incorrect, click the "Change Level" from the left hand side and this will display a number of Levels available at the Building. Choose the appropriate Level and the Level will be changed (if the desired Level is the "Roof", clicking "Select Roof" will automatically choose the location as Roof, Roof, Roof and will progress to the next section of the Create Job process).

Next, select an Area and a set of Location will appear (if the issue is across the entire Level, select the "Whole Level" button instead). If any further information about location can be provided then this can be added to the "Additional Information" field.

If there are many locations at the Building and the desired site is already known, the User can search for the Location using the "Search For Location" field. Searching in this field will display a list of locations as the User types. Select the desired Location from here to be progressed to the next step. If the issue happens to be round the entire Building, then the "Whole Building" button should be selected. This will also progress to the next step when selected.

The screenshot shows the 'Create Reactive Job' form, Step 2: Location Selection. At the top, a header 'Create Reactive Job' is present. Below it, a text input field contains 'Start typing here to populate the list below...'. To the right of this field is a dropdown arrow. Below the input field, a 'Search For Location' label is followed by a dropdown arrow. Underneath, a 'Ground Floor' label is followed by 'Change Level' and 'Select Roof' buttons. Below these buttons, a text input field contains 'Please select the area where the problem exists: - or choose (Whole level)'. Below this field, there are three buttons: 'Back Of House', 'Customer Facing', and 'External Front'. At the bottom left, a section 'Additional Location Information' is followed by a text input field containing 'Please enter detailed location information if possible'. At the bottom right are 'OK' and 'Cancel' buttons.

Once the location has been provided, click the "Next" button to proceed.

4. The next tab is the Contact tab. The person or team that will be the contact for this job is selected here. When this tab is displayed, by default the details of the User creating the job automatically populate the fields a list of contacts to select from is displayed. Each Contact in the list has a Name, Job Title and Telephone Number. Select one of these by clicking the

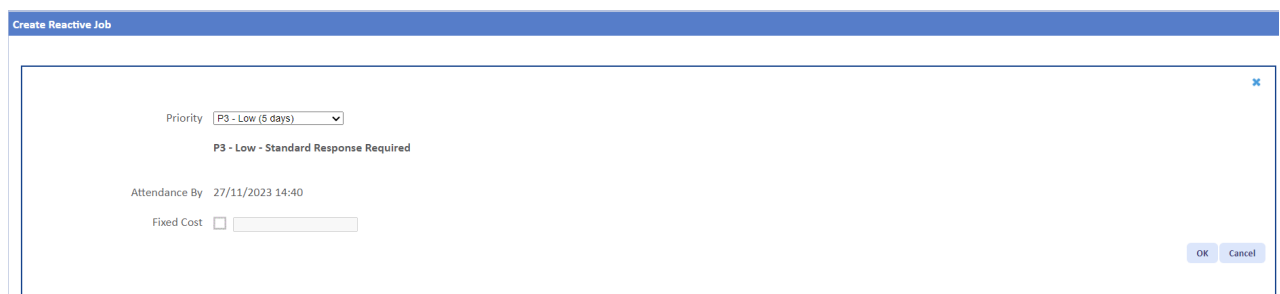
contact name and the "Contact Type", "Contact Name" & "Contact Telephone" fields are populated with the contacts details.

Once the contact information has been provided, click the "Next" button to proceed.

5. Once the contact is selected, the Response tab is displayed. This is where the User details the time the job needs to be completed by. They can determine whether a temporary fix is in place (using the "Is there a temporary solution in place?" tick box) and the priority of the job. The priority can be selected using the "Priority" drop down.

Note: Some priorities will display a Date/Time picker. When these are chosen, all the User needs to do is select the Date/Time accordingly. Other priorities will show the calculation of what the calculated SLA (based on the Contract) will be.

Note: The summary is also updated at this point. The Resource who will be assigned to the job and the Agreed SLA will now be shown if they have the correct permissions to do. It is possible for a User to be able to choose the Resource they wish for the job to be assigned to but this also requires the correct permission. Please see the [Create Job - Resource Selection](#) page for more details.



Note: In some cases where the Priority is changed, depending on the settings for the Client, the Non-Default Priority Reason field will be displayed. Hovering over the "i" will displayed some information about this field. This is a mandatory field that must be completed before progressing with the job creation.



Once the priority information has been provided, click the "Next" button to proceed.

6. The next tab is the Notes tab. Here, the User can enter any extra details relating the job that don't fit in the other tabs. All that is shown here is the Additional Information field in which detail can be entered. Once entered, click the "Next" button to proceed.

Create Reactive Job	
Building Change Building: (00006) Tower Bridge Demo (00006)	Contact Change Contact: Ostara
Task Change Task: Lights / Lamps, Lamps, Flood Symptom: Light Broken Reason: Accidental Damage	Response Change Priority: P3 - Low (5 days) Required by: 27/11/2023 14:40
Location Change Location: Unspecified location	Notes Change Please add any additional information that may aid a speedy understanding and fix of the task
Resource Change Name of Attendee: Ostara Contractor Ltd	Confirm Before final submission please review and confirm all information is correct

[Submit Job](#)

7. Before the job is created, the Confirm tab is displayed. This tab shows a complete summary of the job and allows the User one final chance to review before submitting the job. Clicking any of the previous tabs or the "(Change)" buttons will take the User to the correct tab to amend that piece of information, if needed. This can also be achieved by selecting the "Back" button.

When ready to create the Reactive job, click the "Submit Job" button.

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=525>