Job Detail Page Introduction

💾 Fri, Jan 19, 2024 🛛 🖿 Job Detail Page

Once a job has been selected, the Job Detail page is displayed. This page displays all details concerning the selected job such as the job description, the Resource undertaking the job, the agreed attendance time and the job history. If logged in as a Resource, the User will only be able to see jobs assigned to that Resource (this also accounts for any jobs assigned to the Resource that no longer have the Work Order Type associated to them). The Job Detail page differs depending on the type of job and the Users permission. Here is a typical example of a Job Detail page:

Jobs > Job (2386506)>												
Actions «				Reactive Job 2386506 for Glasgow <u>Refresh</u>						Job History			
Accept lob	Add Notes- Public	Rescheduled Attendance	Work Nor Required (Cancel)	Reactive Job 2386506 for Glasgow Refresh Job Status 1.03 - Pending Acceptance Escalation Level Building Building Glasgow Whitecart Road, Glasgow, Whitecart Road, Glasgow, (Building Contacts) Paisley, Lanarshire, PA3 2TH, Scotland Ol418 421563 Job Description Job Description Internal Building Fabric, Lifts, Passenger Lift, Unpredictable in Operation Reason Raised following visit Galler Manager, OM - Glasgow, 01418 401418, Glasgow@Airport.com Who's Attending? Schindler Ltd (SCH100) (Contract Details) Response (SLA) before 22/11/2018 12-12 (Contractual Response)						Event Agent - Agreement Association Changed Agent - Assigned by Email Mobile - Resource Allocated and Schedul Mobile - Work Order Created and Schedul Mobile - Work Order Created and Schedul Job Event Detail Outcome Date Event Event Event Agreement Association Change	Changed Changed e Set Agent - Agreement Association Changed 21/11/2018 12:13 Contract Association Change Schindler Ltd - User Olick here	Date 21/11/2018 12:13 21/11/2018 12:12 21/11/2018 12:12 21/11/2018 12:12	
Hequest EIA Update (Phone)	kequest ti A Update (Email) Add/Edit/View Documents (0)	Link Work Order > Add/Edit/View Custom Data	Urange >	Status Operational Clinked Jobs Linked Job No 2257030	Asset Numi 02733 Summary Status Job completed - 1	ber Known As Passenger Lift	Block Main Building Resource Schindler Ltd (SCF	Level Ground Roor Typ H100) Rem	Area Common > eedial Works	Summary			
				PI Glasgow Airport (0 Availability Asbestos Details Listed Building Conservation Area	224) Monday: 00:00 - Tuesday: 00:00 - Wednesday: 00: Thursday: 00:00 - Saturday: 00:00 - Saturday: 00:00 - Bank Holiday: 00:00 - Bank Holiday: 00:00 - Link to Asbestos No No	00:00 00:00 - 00:00 - 00:00 - 00:00 00:00 00:00 00:00 Survey: Unspecified loca	tion (Check Asbestos Ri	eport)					

The Job Detail page is split up into different areas which contain different information about the

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particular job and to make the details easier to comprehend. The main Job Details section displays a number of details such as the Building address details, the Caller/Contact for the Work Order, the Agreed SLA time, who Authorised the Job, Job Status and Description and who will be attending the job (Resource) amount other details.

If the Job is a PPM, the Visit Frequency of the PPM will be displayed next to the Job Description (Annual, Monthly etc.). The Visit Window (i.e. the start and end dates between which the Resource should be attending) and the Financial Window (i.e. the start and end dates between which the Resource will be invoicing for) is also present on this screen.

Next to the Resource is the "Contact Details" button which, once selected, displays the contacts for this particular Resource. The contact that is chosen for the job is determined by the Contact Priority set at Resource level (See Prioritise Contacts page). The contact that has the highest priority is selected as the contact for the job. There is also a "Refresh" button which refreshes the job with any changes that may have occurred whilst the User was viewing the job.

It is also possible to view the history of Notes that have occured on the Work Order from here too. This is possible through the use of the "History" button. For more information on Notes History, see the View Notes History page.

The Location section (as shown in the example) displays the location within the Building where the job is to take place. However, if there are Assets associated to the job then this section is replaced with the Assets section. Each Asset has a number of fields explaining what the Asset is and where it is located such as the Asset Number, Known As name, Location and Equipment type.

Assets						
Status	Asset Number	· Known As	Block	Level	Area	Location
Operational	123147711KE	Right hand guest passenger lift	Main Building	Ground Floor	Common Areas	Reception
Operational	123147712KE	FF Left hand passenger lift Fire Fighting	Main Building	Ground Floor	Common Areas	Reception
<						>

The Job History section displays all the events that have occurred on the job from the point of creation to its current state. By default, this section displays the latest 3 events that have occurred on the job but by clicking the "Show all" button, all events are displayed. Selecting an event will populate the Job Event Detail field with the details of the selected event.

The "Actions" section on the left hand side of the screen contains actions that can be performed on the job but these are all permission based. If the User doesn't have the required permission selected, then the action will not appear. This is an example of some actions that are available:

Jobs > Job (8997598) >						
Actions	«	Reactive Job 8997598 for Albion Road <u>Refresh</u>				
Add Notes - Private	Feedback >	Job Status Escalation Level Building (Building Contacts) Job Description Reason Caller	5.01 - Job completed - in invoice process Albion Road 18 Albion Road, , North Shields, Tyne And Wear, NE29 OHT, England 0191 2570039 BUILDING FABRICATION, Internal Furniture, Lockers, Replace Keys Wear and Tear Breakdown Store Manager, Donna, 01570 570570,			
View Documents (0)	View Notes History	Who's Attending? Response (SLA) Contractor Advised Attendance By	Minor Works Pending Approval (MIN105) before 31/05/2018 17:00 29/04/2020 14:00			
		Location				
		Albion Road	Unspecified location			
		Asbestos Details Listed Building Conservation Area	No No			

Note: If the below message appears when viewing a Job, it means that Jobs cannot be started or stopped via the Portal. The Contractors will be required to start and stop Jobs via the systems specified by their respective Help Desks/Administrators. This could be either via the ATAS system or the Mobile Application.



If the Job that the User is viewing is a Quote job, whether it is a pending quote or a quote request, a new section should be available to view on the Job Details Page. This section is called the "Quotes" section. This section will function the same as the "Add/Amend Quotes" table with one difference. If the User is a contractor they will be able to see only quote requests / items applicable to them.

Quotes									
Resource	Requested	Method	Required By	Re					
Colt Systems	12/07/2019	Email	02/08/2019						
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If the User is viewing a Purchase Order, a different section appears on the Job Details Page. This section is called the "Items" section and this section displays the items that have been added to the Purchase Order along with the details of each line item such as the required amount and the value of the item.

Items

Line No		Name	Code	Unit Price per UOP	Qty Ordered	Net Value	Manufact
1	3	ATLANTIC SPA SEAT PLASTIC HINGES WHITE	E48611	6.37	3	19.11	Unknown
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Job Detail Actions Authorisation Jobs

Online URL: https://ostarasystems.knowledgebase.co/article.php?id=668