



Category-Specific Actions Taken


Actions Taken are a, site-specific work order functionality designed to close the loop between what a guest requests/reports and the work that is actually completed, especially for tasks that require specialized knowledge to investigate.

Actions Taken can be configured for all work order types, or limited by Category. This Job Aide addresses the use of Category-Specific Actions Taken. In this set-up, the user is prompted during work order completion to enter an “Action Taken” only on some work order tasks.

The use of Actions Taken for some categories of tasks, in combination with a simplification of model tasks available, reduces the need for a dispatcher to guess what the guest’s issue might be and expedites getting a tech en route.

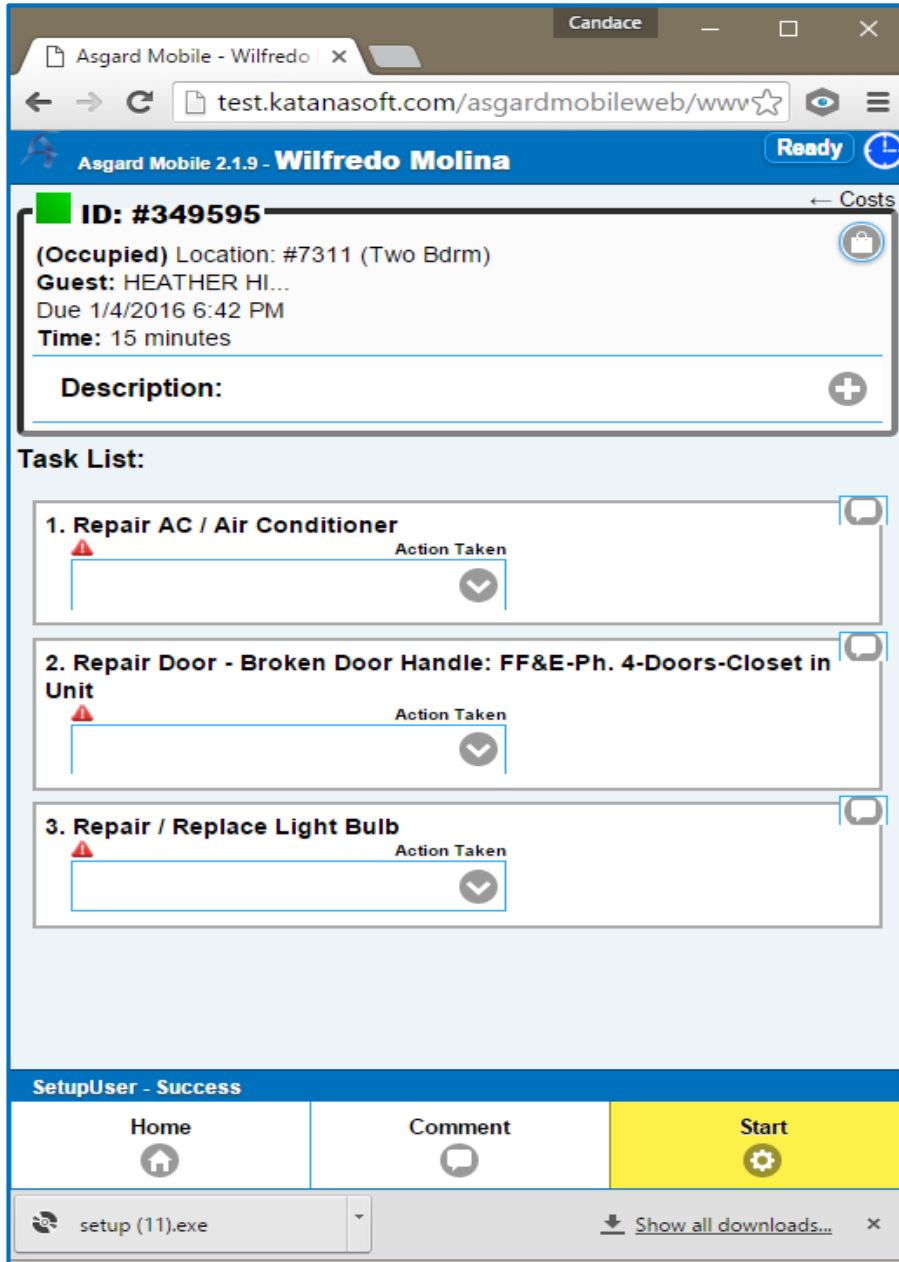
Using Actions Taken on AsgardMobile

Follow the steps below to use Actions Taken when completing work orders on AsgardMobile:

	<p>Scenario: <i>A Guest, Heather Hills, from unit #13304 reporting several engineering tasks that need to be completed in her unit. Dispatch has assigned the work order to you and you have received it on your mobile device.</i></p>
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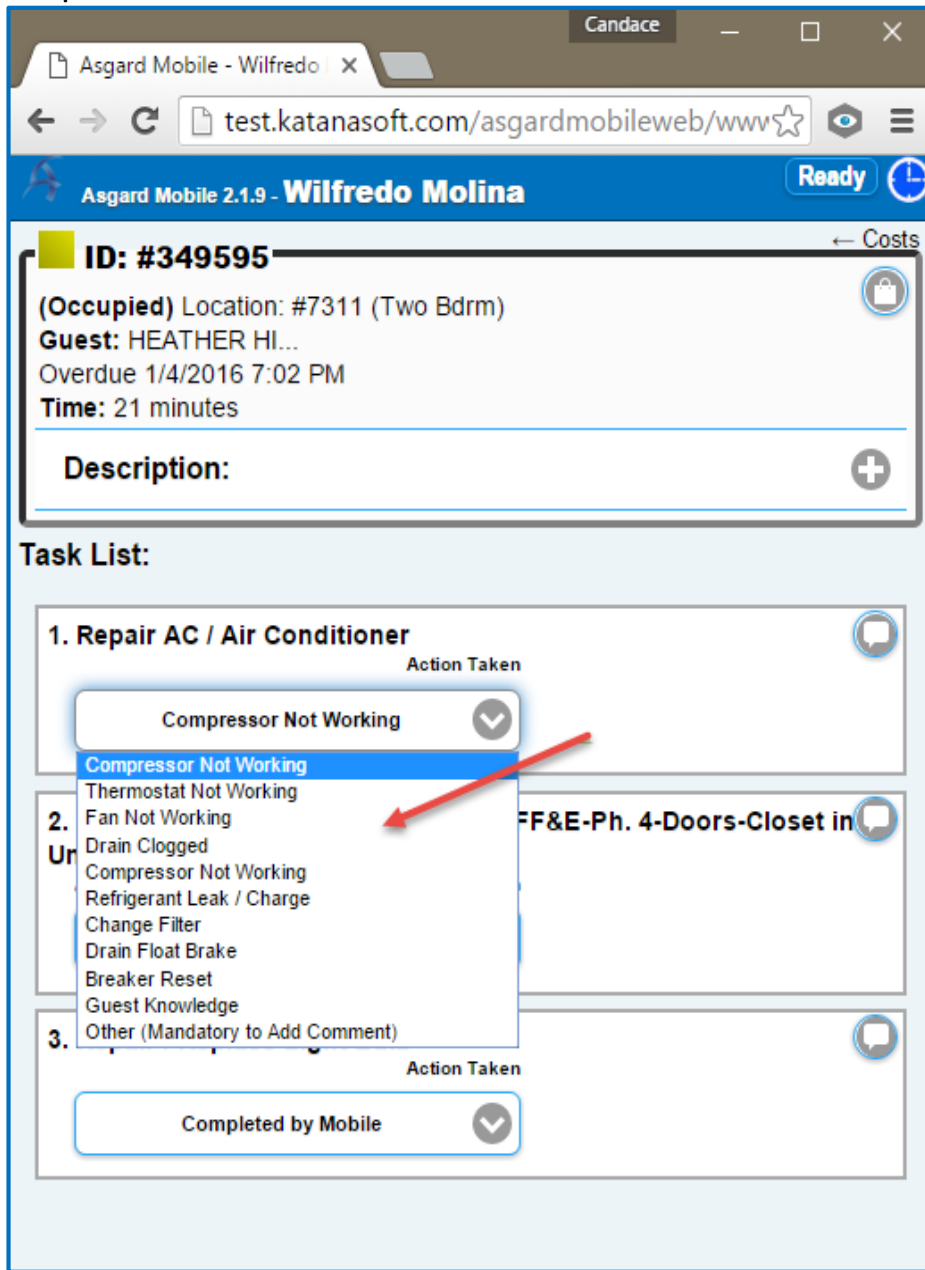
Step 1

Locate and click on work order to view details.



Step 2

Start the work order. When the work has been completed select the Action Taken for each task from the drop down menu.





Note: Tasks that do not have associated Actions Taken have only one option – (N/A). It is not required for the user to select the value to complete the work order. An Action Taken is only required for the configured tasks.

Asgard Mobile 2.1.9 - Wilfredo Molina Ready

ID: #349595 ← Costs

(Occupied) Location: #7311 (Two Bdrm)
Guest: HEATHER HI...
Overdue 1/4/2016 7:02 PM
Time: 33 minutes

Description: +

Task List:

- 1. Repair AC / Air Conditioner** Action Taken
Compressor Not Working
- 2. Repair Door - Broken Door Handle: FF&E-Ph. 4-Doors-Closet in Unit** Action Taken
[N/A]
[N/A]
- 3. Repair / Replace Light Bulb** Action Taken
Unplugged Fixture



You can add a comment and/or photo by clicking the Comment button on the bottom of the screen.

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Unplugged Fixture

SetupUser - Success

Home **Comment** Complete

Step 4

Click Complete to complete the work order and save the Actions Taken.

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SetupUser - Success

Home Comment **Complete**