Asgard Desktop Job Aide

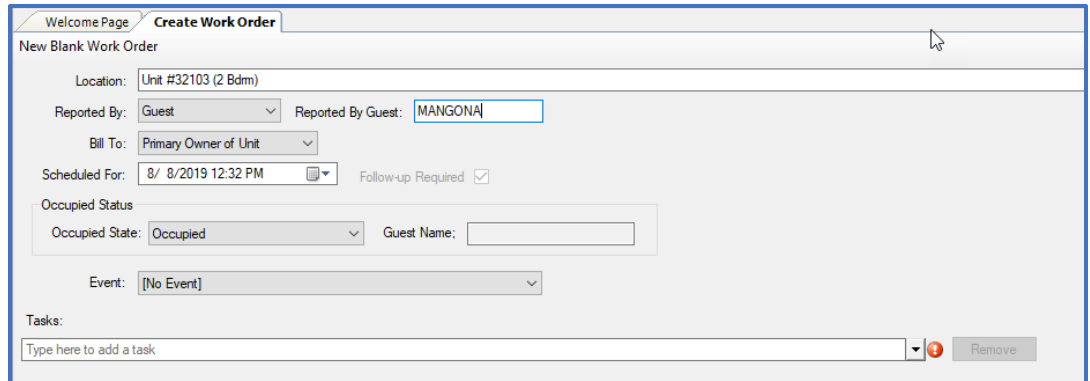## Category-Specific Actions Taken

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.

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 to enter an "Action Taken" on the configured work order tasks during work order completion.

Model Tasks within the associated categories are simplified so that the dispatcher does not need to guess what the guest's issue may be.

For assistance with Actions Taken, please contact support@katanasoft.com.

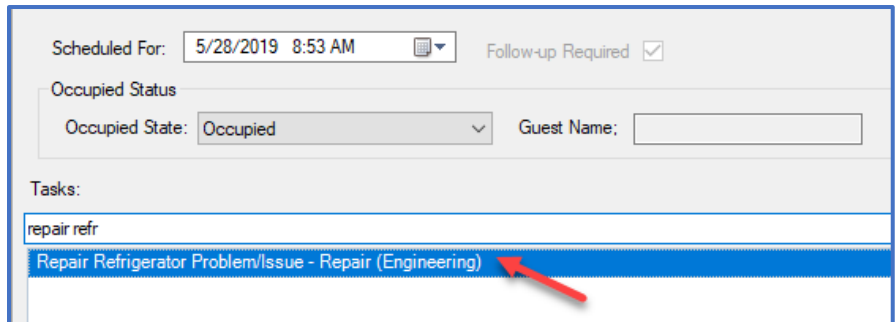**Step 1:** Open the Create Work Orders screen and complete the Location, Reporter, and Scheduled For fields.

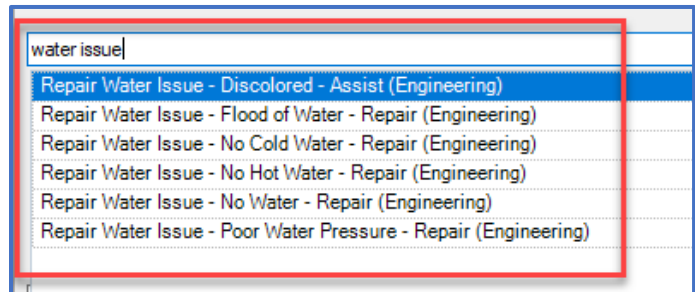**Step 2:** In the Task field, type the keyword of the issue.

Note: When selecting a task that is associated with Actions Taken, there will be only one generic Model Task to select in that category.

When selecting a task that is *not* associated with Actions Taken, multiple tasks may be available. Select the appropriate task and Tab.

Step 5: This work order now has three tasks, two associated with Actions Taken. It is important to enter "Notes" to capture more specific details about the generic tasks to give the responding department insight into the guest-reported issue(s).

Note: The "Actions Taken" for the tasks will be entered by the Assignee when they are completing the Work Order on AsgardMobile.

Step 6: To complete the Work Order, open the Active Work Orders screen, double-click on the Work Order or highlight the Work Order and click the **Complete** button.

When the Complete Work Order screen opens, calculate the completion time. Then select an Action Taken from the drop-down for the required fields.

For the task that is not associated with Actions Taken, the field can be left blank.

Step 7: Click OK to complete the work order and save the Actions.

Tip! To view the completed work order with its Actions Taken, open the Work Order Details screen.