

## Using Actions Taken

*Actions taken is designed to close the loop between what the guest reports, and what work is done to resolve the issue. With Actions Taken, you will typically have only one model task within a category from which to choose when creating a work order. For instance, instead of having "Repair TV - No Picture" and "Repair TV - Remote Not Working", etc., you will have one model task for "Repair TV." A list of Actions Taken is available to choose from when completing the work order. The categories and lists of actions are predefined by your corporate project team.*

*If Actions Taken is configured for your site, you will be required to choose an Action Taken before you can complete a work order.*

For assistance with Actions Taken, please contact [support@katanasoft.com](mailto:support@katanasoft.com).

**Step 1:** Locate the work order in the list assigned to you.



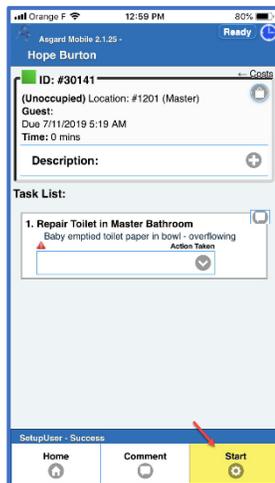
**Step 2:** Tap anywhere to the left of the yellow gear icon to view the details without starting the work order



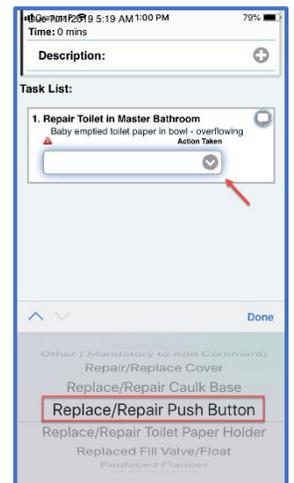
**Step 3:** Review the location and work requested. Because the task is so general, dispatchers may enter notes about the issue. Task notes appear directly below the task.



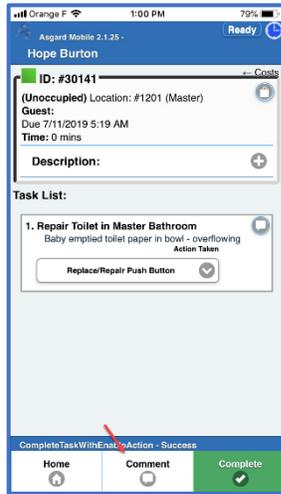
**Step 4:** When you arrive at the work location, click the **Start** button.



**Step 5:** When the work is complete, select an **Action Taken** for each applicable task on the work order.



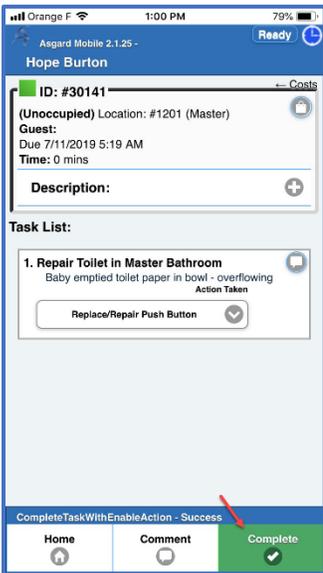
**Step 6:** To add comments and/or photos to the work order, click the **Comment** button.



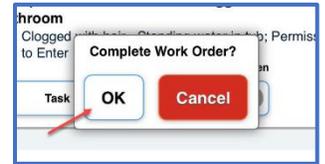
To add a photo, tap the **Choose File** button. You can Take a Photo or upload a picture from your Photo Library. When your photo(s) and comments are complete, tap **Add**.



When the keyboard opens, you can tap the **Microphone** icon to launch the dictation feature. When you are done talking, tap, or release, the Microphone to stop recording. Make any auto-correct changes needed.



**Step 7:** When all details have been added, click the green **Complete** button. You will receive the “Complete Work Order?” prompt (to avoid accidental completions). Click **OK** and the work order will clear from the device automatically, and will update in the main Asgard Desktop system.



Note: If you tap **Complete** before selecting an Action Taken, you will get the following message.

