

Publish Notes – Desktop Application & AsgardMobile

AsgardMobile v2.1.25 / Desktop Application v2.5.0



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AsgardMobile

AsgardMobile 2.0

Create Work Orders

We made progress on the Work Order Create process, but it's not quite ready for prime time yet! It can now be added as a prototype to your organization if you would like to see the progress that's been made, including the ability to select Location, enter Reported By Details, and begin selecting tasks.

When ready, the new application will feature several long-awaited enhancements:

- The ability to create a work order with a photo
- The ability to view Pending and Recently Completed work
- The ability to view complete Occupied Status details
- The ability to update all task details, mirroring the desktop functionality

User Work Order List

We also initiated work this sprint on the User Work Order List (My Work Orders). When complete, this list will contain a list of assigned Standard, PM, and Inspection Work Orders with the ability to drill into details, edit, pause/resume, add costs, and complete work orders.

For questions, concerns, or assistance getting started with testing contact support@katanasoft.com.

Desktop Application

Maintenance

Various Fixes/Changes

We made small enhancements and fixes, in various areas of the system, arising from user reports, automated reporting, and performance records/logs.

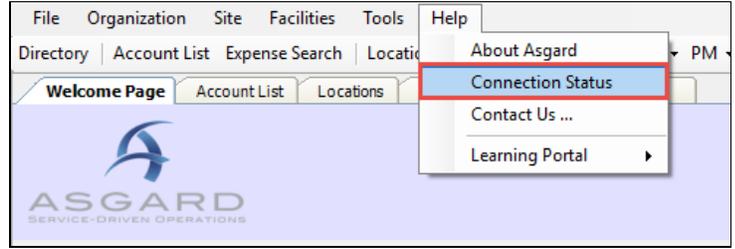
Some specific improvements you may notice include:

- Fix to logging issue when assigning a Work Order from the Active/Follow Up Screen
- Optimization to Work Order queue refresh on Active/Follow Up Screen
- Fix to Copy to Master Template related to select recurrence types
- Optimization of Account List View permissions
- Fix to Actuals currency format for EU sites
- Fix to Intermittent Errors Reverting Billings

Support Resources

New Link for Connectivity Testing

When using the Connection Status under the Help Menu, users will now be directly routed to the Asgard Connectivity Testing site for more efficient troubleshooting.



Auto-Assign

Add Ability to Inactivate Auto Assign Rules

We have enhanced Auto Assign Rules to allow users with appropriate permissions to Inactivate obsolete rules. If you manage Auto Assign Rules and need this permission, please contact Support@KatanaSoft.com.

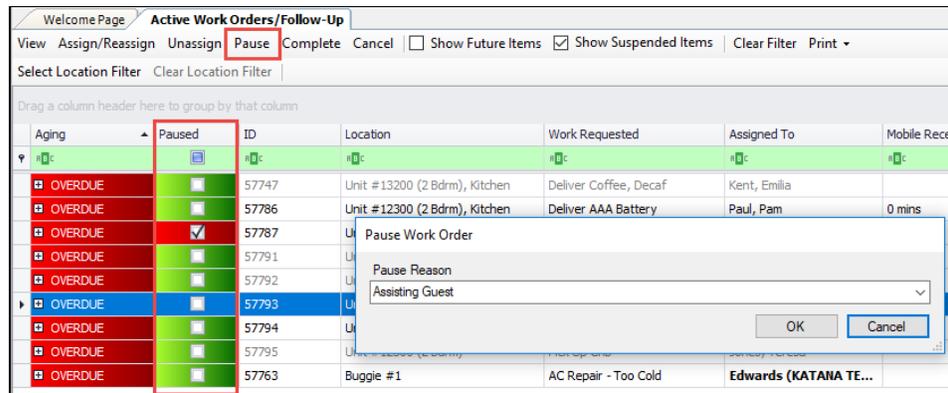
Standard Work Order Management

Ability to Pause/Resume Work Orders

By customer request, we have initiated a multi-part project to support the ability to Pause/Resume Standard Work Orders in order to support more accurate tracking of Work Time.

This sprint, we made the following changes to the desktop application:

- Added an Organizational configuration to support a Pause Reason list; Pausing a Work Order requires a reason.
- Added Pause and Resume capabilities on the Active Work Orders and Work Order Details screens (only available if the Work Order has been started).
- Added a Paused column to Active Work Orders and a “Paused” visual indicator to Work Order Details to be able to see that a Work Order is Paused.
- Added logging to Work Order to be able to see when a Work Order is Paused/Resumed and the reason the Work Order was Paused.
- Relabeled the previous “Work Time” to “Resolution Time,” which calculates Actual Start to Actual Completion
- Created a new “Work Time” calculation which is (Actual Start to Actual Completion) - (Sum of time Paused).



Note: Adding this functionality to AsgardMobile 2.0 will be handled in a future sprint. This functionality is not supported in AsgardMobile 1.0.

Rework Orders, Copy Photo Comments from Original Work Order

Rework Orders previously only copied over text comments from the original work order. Users will now see all text and photos for better resolution of requested work.

Reinstate Work Order Details on Active Screen

After publishing v.2.4.0 Work Order Task Details were no longer visible on the Active Work Order Screen. We have reinstated these details so users can easily see any Sublocation, Parts, or Additional Notes associated with requested Tasks.

Aging	ID	Location	Work Requested	Assigned To						
OK	57580	Unit #10101 (1 Bdrm)	Repair Sink - Leaking	Johnstone, Andy						
<div style="border: 1px solid #ccc; padding: 5px;"> <div style="border-bottom: 1px solid #ccc; margin-bottom: 5px;"> Tasks </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Name</th> <th>Description</th> <th>Summary</th> </tr> </thead> <tbody> <tr> <td>Repair Sink - Leaking</td> <td>Guest has reported water damage under sink</td> <td>Bathroom</td> </tr> </tbody> </table> </div>					Name	Description	Summary	Repair Sink - Leaking	Guest has reported water damage under sink	Bathroom
Name	Description	Summary								
Repair Sink - Leaking	Guest has reported water damage under sink	Bathroom								
DUE	52858	Check-in / Sales Bldg, Front Desk	Assist Guest with Luggage (B...	Hamp, Josh						

Increase Visibility into Pending/Related Work Orders at Creation

By customer request, we have optimized the order in which Pending/Related Work Orders appear on the Create Work Order Screen. The number of lines has also been increased for efficient identification of potential duplicate work orders.

Pending and Recently-Completed Work in Unit #12300 (2 Bdrm)

Drag a column header here to group by that column

Status	Work Requested	Department	Assigned To	Start At
Incomplete	Pick Up Crib	Housekeeping	Jones, Teresa	Sat 5/18 11:00
Incomplete	Deliver Bath Towel	Housekeeping	Test, Sherri	Wed 5/15 12:13
Incomplete	Replace Light Bulb	Engineering	Paul, Pam	Wed 5/15 12:46
Incomplete	Deliver Bath Towel, Deliver Crib	Housekeeping	Paul, Pam	Wed 5/15 12:46
Complete	AC Repair - Odor	Engineering	Paul, Pam	Wed 5/15 12:10
Complete	AC Repair - Odor	Engineering	Paul, Pam	Tue 5/14 10:00

Guest Incident Tracking

Guest Tracking ID

As a first step toward better Guest Incident Tracking, we have added the ability to add a Guest Tracking number. This is an Org-based configuration with the ability to replace "Reservation #" with a custom field name. This feature can also be used to enhance Work Order management.

If your organization is interested in having this capability, please reach out to support@katanasoft.com.

Welcome Page **Create Work Order**

New Blank Work Order

Location:

Reported By: Reported By Guest: Reservation #:

Inspection Work Order Management

Add Green Filter for Adding Location by Searching in Mass Create

We have added in the Green Filter Bar to the Add Location by Searching wizard for Mass Create in Inspections.

Search for Locations

Where the path contains: Search

Search among distinct locations only

Select All Clear Filter

Path	Location Type
Unit #26101 (2 Bdrm)	3BR-2BR-Master-X-Bldg 26
Unit #26102 (1 Bdrm)	3BR-1BR-Guest-X-Bldg 26

Billing

Include \$0 Labor Entries on Billing Details

Asgard previously did not include Labor Entries that totaled \$0 on Billing Details. By customer request, you are now able to see all Labor Entries for better visibility on actual time worked on a Work Order.

ID: Unit:

Billing Date: Billing Period:

Bill To:

Deduction Type:

Description:

Line Items Work Order Log

Type	Charge	Cost	Description
Labor	\$0.00	\$0.00	No Charge, 30 mins

RPRs/OPRs/Purchase Orders

Add Vendor as Search Parameter

By customer request, we have enhanced the search parameters on the RPR/OPR/Purchase Order Search screens to include Vendors.

Welcome Page Reserves Purchase Request Search

Search Now Clear Search Criteria

RPR #: Keywords:

Entered From: Days Ago To: Days Ago

Accounts:

Vendor:

Results

- Any
- 1ST Choice Appliance Center
- A&B Plumbing
- Amazon Prime
- Aramark
- Bany's Band
- Benson's Appliance Center
- Business Solutions
- ...

RPR #	Appl	Entry Date	Originating Use	Summary

Cleans Work Order Management

Add Occupied Status to Recently Completed Screen

We added the Occupied Status to the Recently Completed screen for reference. This enhancement will improve the ease of identifying units that need a re-clean.

Clean Aging Status	Clean ID	Location	Occupied Status	Facilities Department
=	=	# B C	# B C	# B C
Overdue	23	Unit #19103 (1 Bdrm)	Not Occupied	Sunset West
Overdue	30	Unit #24205 (2 Bdrm)	Not Occupied	Sunset West
Overdue	65	Unit #12211 (2 Bdrm)	Not Occupied	Sunset West
Overdue	66	Unit #12200 (2 Bdrm)	Occupied	Sunset West
Overdue	186	Unit #24301 (2 Bdrm)	Not Occupied	Sunset West
Overdue	202	Unit #11211 (2 Bdrm)	Not Occupied	Sunset West