

Work Order Time Calculations

Asgard tracks several time calculations on work orders to capture specific data. This Quick Reference Guide provides a glossary of terms and calculations of time within Asgard work orders.



Note: The list below is for standard time calculations within the Asgard Application. Katana Software can create custom reports with alternate calculations, as part of our analytics solution. For custom report requests, please contact support@katanasoft.com.

Assignment Time: Time from the Expected Start to the time the work order is assigned.

Mobile Receive Delay: Time from Assignment of the work order until the work order is acknowledged by the mobile device user.

Actual Work Time: Time from Actual Start to Complete.

Response Time: Time from Work Order Create to Complete.

Follow-Up Time: Time from the creation of the Follow-up Work Order until it is completed.

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