

Publish Notes

Desktop Application v2.19.0



KATANA
FACILITY MANAGEMENT



Desktop Application

Maintenance/Performance/Errors

We made various enhancements and fixes, in several areas of the system, arising from user reports, automated reporting, and performance records/logs, including but not limited to the following:

- RPR, Remove Deleted Lines from Print Preview
- Billable Actions, Remove Inactive Default Stock Items
- Follow-Ups, Optimize handling of Active Follow-Ups (Resolve Performance issue with large number of follow-ups)
- Reserve Import, Optimize Import Process
- Guest Incident Tracking, Fatal Error when using Close after Resolving
- Billing Report, Include Work Order ID

New! Prototype Option for Improved Active/Follow-Up Screen Performance

Currently, Asgard “polls” for updates to the Active/Follow-Up (Standard Work Orders) screen. During this process, all data is refreshed. With this update, we have a new option to only update changed records. This is similar to notifications, in that it only sends/receives the data necessary to keep the screen up-to-date. It is expected to improve performance of both the application and the network, by reducing the volume of data transferred.

The feature has been extensively tested internally. We are now looking for customers that are interested in performing testing with us. This feature can be turned on/off without an update or downtime. If you are interested in participating, please contact us at support@katanasoft.com.

Assets & Reserves

Accounts, Increase Description Field

By customer request, we have increased the allowed characters in the Description field in Account Details for both Live and Scenario Accounts.

This field is intended to capture Account-specific information that may need to be tracked and communicated back to the HOA/COA Boards.

Work Orders

Follow-Ups, Add Reporter

By customer request, we have added the work order reporter to the Follow-Up grid on the Active/Follow-Up Screen (Standard Work Orders). This feature is intended to help users route their follow-up responses to the correct communications channel (e.g. phone, email, text message).

ID	Location	Reported By	Reported By Guest Name
68206	Unit #23201 (2 Bdrm)	Guest	TRACY
68224	Unit #14306 (2 Bdrm)	Guest	MILLER
68237	Unit #12300 (2 Bdrm)	Guest Text	TEST

Work Order Logs, Denote Creation Source

For tracking purposes, you will now have visibility into the creation source of a work order. Within the Creation log, you will see Main, Mobile, or IVR depending on how the work order was entered. This data is also available for analytics purposes.

Staff On-Shift, Remove Mobile Device Information

With the rollout of AsgardMobile 2.0, Mobile Devices no longer need to be assigned to the user.

To keep the Shift data as clean as possible, we removed the Mobile Device List from the User Shift information.

Please Note: Managing user shifts is still necessary to ensure the accuracy of eligible users for auto-assignment and in the convenience assignee lists on the work order screens.

Edit Worker's Shift

User: Aldrich, Candace
Status: Ready | Work Order Types: Standard, PM, Inspection
Work Assignment:

Facilities Departments

- [Unlabeled]
- Sunset West

Departments

- Activities
- Audit
- Bell Staff
- Contractor
- Corporate Administration
- Engineering
- Front Office
- Grounds
- Grounds Maintenance
- Housekeeping
- Housekeeping Runner
- IT
- Maintenance
- PBXPT

OK Cancel