



Actions Taken are designed to close the loop between what the guest requests/reports and the actual work performed to resolve the issue. With Actions Taken, specific task categories, like Internet, Televisions, and Appliances will have a specific list of potential resolutions, one of which must be selected in order to complete the work order. If you have any issues with actions taken, contact us at [support@katanasoft.com](mailto:support@katanasoft.com)

**Step 1:** In the Task field, type the keyword of the issue. Select the appropriate task and **Tab**.

The tasks that are associated with Actions Taken will be generic, with only *one or two* options to choose from.

Multiple tasks may be available when selecting a task that is **not** associated with Actions Taken.

Tasks:

internet -

Repair Internet - No Service - Repair / Replace (Engineering)

Repair Internet - Slow Service - Repair / Replace (Engineering)

tv

Install Flat Screen TV / Television - Television Task (Engineering)

Repair TV / Television - Damaged - Repair / Replace (Engineering)

Repair TV / Television - No Cable / Satellite Signal - Television Task (Engineering)

Repair TV / Television - No Picture - Television Task (Engineering)

Repair TV / Television - Poor Picture Quality - Television Task (Engineering)

Repair TV / Television - Poor Sound Quality - Television Task (Engineering)

Repair TV / Television - Reprogram - Television Task (Engineering)

Repair TV / Television Stand - Repair / Replace (Engineering)

Repair TV / Television Programming - Block Channels for Parental Control - Television Task (Engineering)

The Actions Taken categories and the list of available actions are predetermined by your corporate team.

**Step 2:** When completing the Work Order, select the appropriate Action Taken from the drop-down menu

Complete Work Order

Actual Start and Completion:

Started: ☐ Calculate 10/25/2023 at 10:23 AM

Duration: ☐ Calculate Days: 0 Hours: 0 Minutes: 0

Completed: ☒ Calculate 10/25/2023 at 10:23 AM

☐ This work order is being backdated (set Expected Start to Actual Start)

Comment:

Action Taken on each Task

Task: Repair Internet - No Service

Action Taken:

Action Taken on each Task

Task: Repair Internet - No Service

Action Taken:

Guest Request Incomplete---See Comments

Replaced Modem

Reset Router



The work order *can not* be completed until the Action Taken has been selected.

**Step 3:** Once the Work Order has been completed, you can view the Actions Taken in the Work Order Details screen

Welcome Page | Create Work Order | Recently Completed Work Orders | Active Work Orders/Follow-Up | [117805] Repair Internet - No Service

Return to Incomplete | Pause | Rework | Create Template | Reports | OK

Request: Repair Internet - No Service

Location: Unit #10102 (2 Bdrm)

Reported By: Guest Guest Name: SMITH

Type: Repair / Replace (Engineering) Priority: High ☒ Follow-up Required

Occupied Status: Not Occupied Guest Name:

Description:

Entered by Lanier, Kayla on 10/25/2023 10:23 AM

Follow-Up Action Taken: On: 10/25/2023 10:27 AM

Event: [No Event]

Tasks (1/1) | Costs | Comments (0) | Journal Entries | Log | Notifications

New | Edit | Delete | Move Up | Move Down | Select All | Deselect All | Change Selected Tasks to: Add/Edit Notes on Selected

| # | Completed                           | Name                         | Category | Action Taken | Summary                     | Extra Request?           | Note |
|---|-------------------------------------|------------------------------|----------|--------------|-----------------------------|--------------------------|------|
| 1 | <input checked="" type="checkbox"/> | Repair Internet - No Service | Internet | Reset Router | In the main location itself | <input type="checkbox"/> |      |

Status: Complete

Expected Start: 10/25/2023 10:23 AM

Due By: 10/25/2023 10:38 AM

Overdue By: 10/25/2023 10:53 AM

Assignee: Lanier, Kayla

Last Assigned: 10/25/2023 10:23 AM

Started: 10/25/2023 10:23 AM

Completed: 10/25/2023 10:23 AM

Work Time: 0 mins

Resolution Time: 0 mins

Mobile-Received: