

Asgard Desktop Complete Follow-Up Work Orders

Follow the steps below to complete the Follow-Up to a Standard Work Order. Follow-Up work orders can only be completed in the main Asgard Desktop app. For assistance with managing work orders, please contact support@asgardsoftware.com.

Step 1: From the Work Orders drop-down, open the Active/Follow-up screen.

Welcome Page	Create Work Orders Ctrl+F1				
Welcome rage	Active/Follow-up Ctrl+F2				
A manual	Recently Completed Ctrl+F3				
asgara	Search Ctrl+F4				
	Staff On-Shift Dashboard				
Add Tools					
	Auto Assign Rules				

Step 2: Highlight the work order and double-click or click the Follow-Up button.

Directory	Accourt	nt List Exp	ense Searc	h Locations -	Assets - Work Orde	ers + PM + Insp	ections - Sup	ply Chain + Bill	ings - Cleans -	Incidents - Proj	ect •		
Welco	me Page	Active	Nork Orde	rs/Follow-Up									
Fiew As:	ign/Reas	sign Unas	sign Paus	e Start Comple	te Cancel 🗌 Show	Future Items	Show Suspend	ed Items Clea	r Filter Print •		H	ide Follow-up [A
elect Loo	ation Filte	er ClearLo	ocation Filt	er						-	_		
Aging	+ Pi	aused	ID	Location	Work Requeste	ed .	Assigned To	Re	porise Time	Priority +	Reported By	Department	
-0-		E	* 0 :	×0:	·D:		-0:	-0		-	-0:	• D ¢	
B REW	ORK		120111	Unit #2202 (2 Bdr	m) Delver Coffee,	Regular	Fulmer, Pam	* 15	nins	High	Guest	Housekeeping	
CVE	RDUE		120034	Unit #26404 (2 Bo	Irm) Repair Sink - Ci	ogged	Jimenez_Asgar	d, Jackie 1 h	our, 37 mins	High	Guest	Engineering	
DUE			120035	Unit #12100 (2 Bo	Irm) Repair Dryer - I	No Heat	Hoover, John B	: 1h	our, 49 mins	Medium	Staff	Engineering	
E OK			120105	Unit #2202 (2 Bdr	m) Clean Broken G	lass	Wales, George	57	mins	Critical	Guest	Housekeeping	
4 Work	Orders												
_		1							-				
liew Fol	low-Up	Clear Filte	r Print •										
D	Location	1	Work	Requested	Follow-Up Time	Reported By N	Туре	Department	Completed At	Response Tim	e Entered by		
120113	Unit#11	104 (1 Bdrm	n) Deliv	er Bath Towel	3 mins	WOLF	Delivery	Housekeepin	Wed 2/28 16:57	6 mins	Perez, Gab		
20100	Unit #20	210 (2 Bdrm	n) Pesta	s Inside Villa	13 mins	LOPEZ	Pest Control	Engineering	Wed 2/28 17:07	1 hour, 49 mins	Perez, Gab		



If your property or department does not make follow-up calls, click the Hide Follow-up button on the top right of the toolbar. Your screen will only display incomplete active work orders.

Step 3: When the Follow-Up dialog box opens, you will see:

Follow-up:	Deliver Ba	ith Towel , others		 Location and Guest Name All Completed Tasks for the same
X	Location:	Unit #11104 (1 Bdm)		location
Gu	iest Name:	WOLF		Any Comments or Pictures (double
			Tasks Completed	on picture icon to enlarge image)
Fal		Name	Summary	Pending of In-Progress work
		1 Deliver Bath Towel	In the main location itself	I he drop-down menu to select the
		1 Delver Coffee Re	1 Coffee, Regular	Action for the Follow-Up
		1 Deiver conce, Re	a normal regime	 The option to add a Comment under
				selected Action, if needed
			Comments	
Date	Comment	By	Picture	
2/28/	Found frid	ge door Perez, Gabi		W/0120112: Found Indge door handle loose – L X
	Cicorri	iou com / mee	1	
	Action:			
Co	mment:	Spoke with Guest Texted Guest Left Message No Follow Up Required		
			Complete Fail Se	sected Tasks Cancel
N	ote: `	Your manager Ac	ment team determ tion list.	ines the

Step 4:

If all of the tasks are completed to the guest's satisfaction...

oll	low-up: [eliver B	ath Towel , others				×
Location:			Unit #11104 (1 Bdm)	Init #11104 (1 Bdm)			
	Gue	est Name	WOLF				
				Tasks Complet	ed		
F	Fail	#	Name	Summary	Extra Req	uest	
T		1	Deliver Bath Towel	In the main location itself		\checkmark	
		1	Delver Coffee, Regular	1 Coffee, Regular		1	

Choose an **Action** from the drop-down and click **Complete**.

Comment:		
	Complete	Cancel

If the guest is dissatisfied with the work or a task wasn't completed, click the **Fail** checkbox next to the specific task(s), all other tasks will pass.

011011	up: Dent		di loner, odielan				-	- 22
Location:			Unit #11104 (1 Bdm)	Unit #11104 (1 Bdm)				
	Guest N	ame:	WOLF					
				Tasks Complet	ed			
Fai		ŧ.	Name	Summary	Extra	Reque	est	
		1	Deliver Bath Towel	In the main location itself			\checkmark	
	1-	1	Delver Coffee, Regular	1 Coffee, Regular			V	

Select an **Action**, add **Comments** describing the problem, and click **Fail Selected Tasks**.

Action:	Spoke with Guest		~
Comment:	Guest received decaf coffee, not regular	2	^
		1	5
	Complete Fall Select	ed Tasks Ca	ancel

When a task is **Failed**, Asgard automatically generates a **Rework** work order, which immediately appears on the Active Screen to be assigned as soon as possible. Ensuring that any failed tasks are promptly addressed, allowing for guest recovery and satisfaction.

Vi	iew Assign/Re	eassign Una	ssign Pau	se Start Complete C	ancel [_] Show Future Items	Show Suspended Items	Clear Filter Print •	,	Hide Follow-up
Se	elect Location F	Filter Clear	Location Filt	ter					
	tàg a columi hai	eder here to g	roup by the						
	Aging +	Paused	ID	Location	Work Requested	Assigned To	Response Time	Reported By	Department
٩	n D r		1 0 0	4 0 :	a@r	4 0 :	10 F	• 0 =	1 0 1
	. REWORK		120115	Unit #11104 (1 Bdrm)	Deliver Coffee, Regular	[None]	36 mins	Guest	Housekeeping
	OVERDUE		120034	Unit #26404 (2 Bdrm)	Repair Sink - Clogged	Jimenez_Asgard, Jackie	2 hours, 9 mins	Guest	Engineering
	🖽 DUE		120114	Unit #11104 (1 Bdrm)	Clean Floor - Spill / Wet	Fisher, Delaine	27 mins	Guest	Housekeeping
	E DK		120105	Unit #2202 (2 Bdrm)	Clean Broken Glass	Wales, George	9 mins	Guest	Housekeeping