

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.

Assignment Time

Time from when the work order is **created** to the time the work order is **assigned**.

Mobile Receive Delay

Indicates the time it took the assignee to **acknowledge** the work order on their mobile device **after it was assigned** to them.

Actual Work Time

Time from when the work order is **started** to when it is marked **complete**.

Response Time

Time from the **creation** of the work order to **completion**.

Follow-Up Time

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

Custom reports with alternate calculations, can be created as part of our analytics solution. For custom report requests, please contact support@asgardsoftware.com.

Completion Timeline

