

## Asgard Desktop Standard Work Orders Actions Taken

Actions Taken is 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 Lighting, Televisions, and Appliances, will have a specific list of potential resolutions, one of which must be selected to complete the work order. If you have any issues with ActionsTaken, contact us at support@asgardsoftware.com.

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

Tasks associated with Actions Taken will be category specific, with only **one option** to choose from.

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					-
o (/	AT) -	Depair (	Engineering		

Multiple tasks are available when selecting a task that is **not** associated with ActionsTaken.

Clean Armoire - Cleaning (Housekeeping)	
Repair Armoire - Broken Door - Repair / Replace (Engineering)	
Repair Armoire - Broken Door Knob - Repair / Replace (Engineering)	
Repair Armoire - Broken Drawer - Repair / Replace (Engineering)	
Repair Armoire - Missing Hardware - Repair / Replace (Engineering)	
Repair Armoire - Scratch - Repair / Replace (Engineering)	
Repair/Replace Armoire - Door Broken - Repair / Replace (Engineering	)

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

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

Start and Completion:		Task	Action Taken	
ted: Calculate 5/30/2024 at 11: 29 AM		Repair: Lighting (AT)		<b>-</b>
ion: O Calculate Days: 0 🖨 Hours: 0 🖨 Minutes:	19 🜩		Ballast (Replace)	1
Neted: O Calculate 5/30/2024 at 12 : 20 PM			Breaker (Reset)	
pleted: O Calculate 5/30/2024 at 12 : 20 PM			Fixture (Repair / Replace)	
is work order is being backdated (set Expected Start to Actual Start)			GFI (Reset)	
			Light Bulb (Replace)	
ent	^		Motion Sensor / Timer (Repair / Replace)	
	w		Shades / Diffuser (Repair / Replace)	
aken on each Task Action Taken			Switch / Knobs / Button (Repair / Replace)	Jar
r: Lighting (AT)	0			_
			order <i>can not</i> be completed	
			proer <i>can not</i> be completed	i unu

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	Welcome Page // [70285] Repair: Lighting (AT) Return to Incomplete Pause Rework Create Template Reports • OK Tabbed View Save Save							a Sava/Close Print	Close Close
							Status: Complete		
	Location: Unit #1204 (2								
Step 3: Once the	Reported By: Guest	Guest Name:	THOMAS					5/30/2024 11:28 AM	
Work Order has been	Type: Repair (Engi Occupied Status	neering)	<ul> <li>Priority: Medi</li> </ul>	ium 🗸 🗹	Follow-up Required			5/30/2024 12:08 PM	
completed, you can	Occupied State: N	ot Occupied ~	Guest Name:					menez_Asgard, Jackie	•
view the Action	Description:					A		5/30/2024 11:29 AM 5/30/2024 11:29 AM	
Taken in the Work							Completed: Work Time:	5/30/2024 11:44 AM	
Order Details screen.	Entered by Lemus, Betsy o	n 5/30/2024 11:28 AM					Resolution Time:		
	Follow-Up Action Taken:				<ul> <li>✓ On:</li> </ul>	5/30/2024 12:06 PM	Mobile-Rece	ved:	
	Event [No Event]		~						
	Tasks (1/1) Costs Comme	ents (0) Journal Entries Log N	lotifications						
	New View Delete   Move Up Move Down   Select All Deselect All Change Selected Tasks to: -								
	# A Completed	Name	Category	Summary	Not		Action Tak		
	• - 🗉	4 <b>0</b> 0	a 🗖 c	• <b>D</b> •	-0-		-		8
	• 1 🗹	Repair: Lighting (AT)	Lighting (AT)	Master Bathroom	abo	ove sink	Light Bulb	(Replace)	