



UNIFOCUS
WORKFORCE MANAGEMENT

Release Document

**Housekeeping Configuration Revamp,
Rebranding, and Maintenance
Enhancement**

July 2023

WHAT'S NEW?

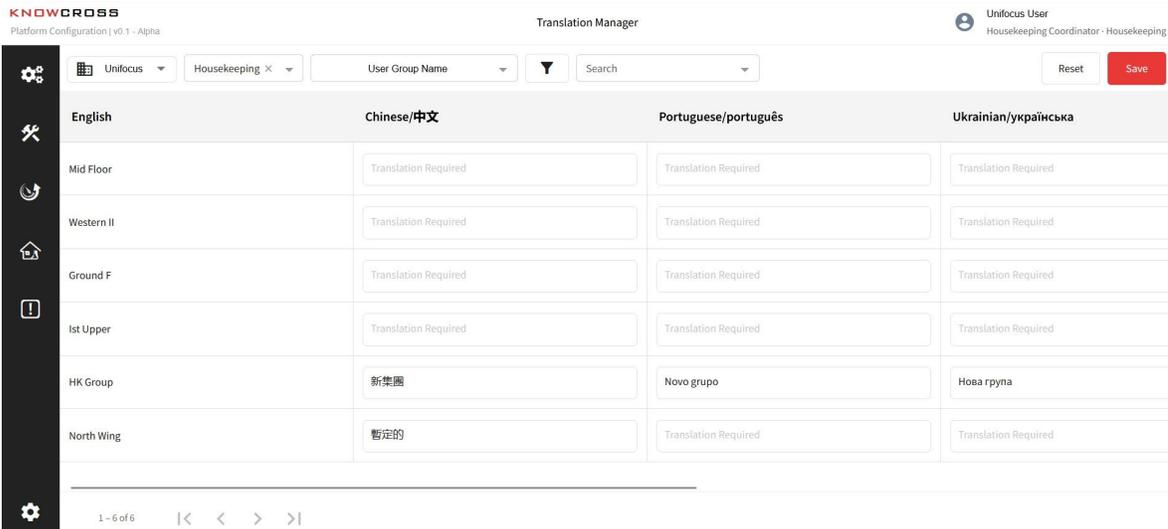
This update provides even more robust translation capabilities in Housekeeping so that you can easily translate content within the software to any licensed language, making it more accessible for users in different languages.

You can now access the Housekeeping *Translation Manager* from the system configuration. To access the Translation Manager, go to the settings section within the configurations module and click the Translation Manager option. From there, you can access all the functionality and features of the Translation Manager, including the Translate screen, Search, Filter, Save, Reset, and Multi Property options.

FEATURES AND ENHANCEMENTS

CONFIGURATION TRANSLATIONS

The Translation Manager includes Housekeeping configuration translations.



The screenshot displays the 'Translation Manager' interface. At the top, it shows 'KNOWCROSS Platform Configuration | v0.1 - Alpha' and 'Translation Manager'. The user is identified as 'Unifocus User - Housekeeping Coordinator - Housekeeping'. The interface includes a search bar and a filter dropdown. The main content is a table with the following structure:

English	Chinese/中文	Portuguese/português	Ukrainian/українська
Mid Floor	Translation Required	Translation Required	Translation Required
Western II	Translation Required	Translation Required	Translation Required
Ground F	Translation Required	Translation Required	Translation Required
1st Upper	Translation Required	Translation Required	Translation Required
HK Group	新集團	Novo grupo	Нова група
North Wing	暫定的	Translation Required	Translation Required

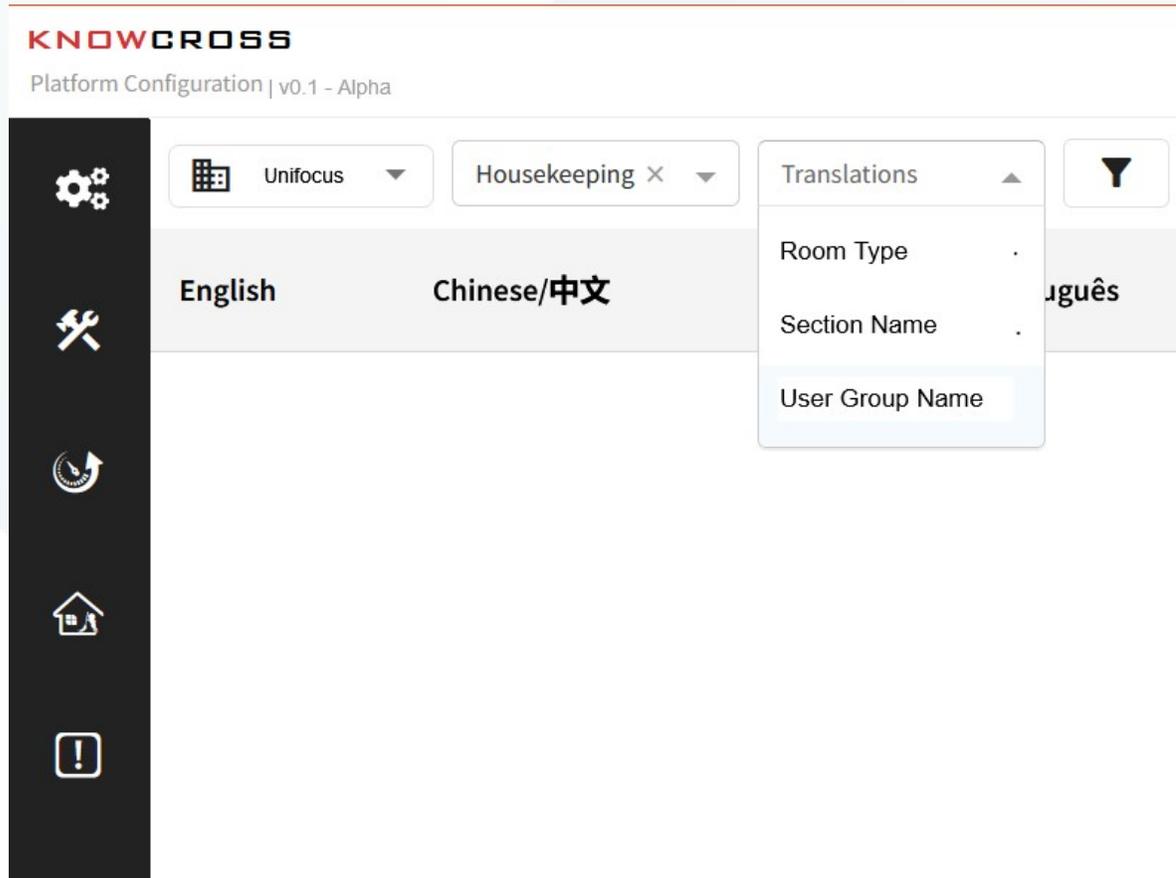
At the bottom of the table, there is a pagination control showing '1 - 6 of 6' and navigation arrows.

Housekeeping Translation Manager Screen

You can use the Translation Manager to directly translate the Housekeeping configuration. The Translation Manager makes it easy for you to manage and translate content, providing a comprehensive view of all the licensed languages available in the system. The filter and search options allow you to easily find and translate the specific content you need, making the translation process more efficient and effective.

Module and Translation selection box—To translate the Housekeeping configuration, select the Housekeeping option from the module drop-down menu, and the Housekeeping

translations will be available in the Translations drop-down menu. Select the translation you want to accomplish and then follow the same procedure that you used to translate the system configuration.

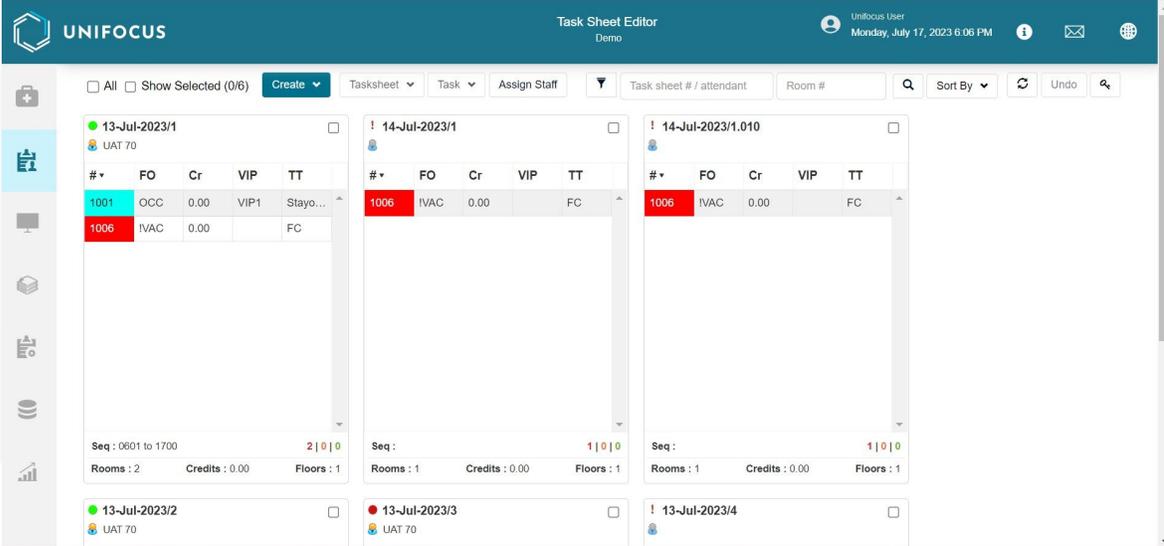


The Housekeeping Translation Manager will have the below translations:

MODULE	TRANSLATIONS
Housekeeping	Room Type
	Section Name
	User Group Name

UNIFIED BRANDING - ICONS, COLOR THEMES, AND LOGOS

We are excited to announce the release of our first rebranding phase, which includes unified icons across our Operation suite, along with new colors and logos in Housekeeping and Inspection web apps.

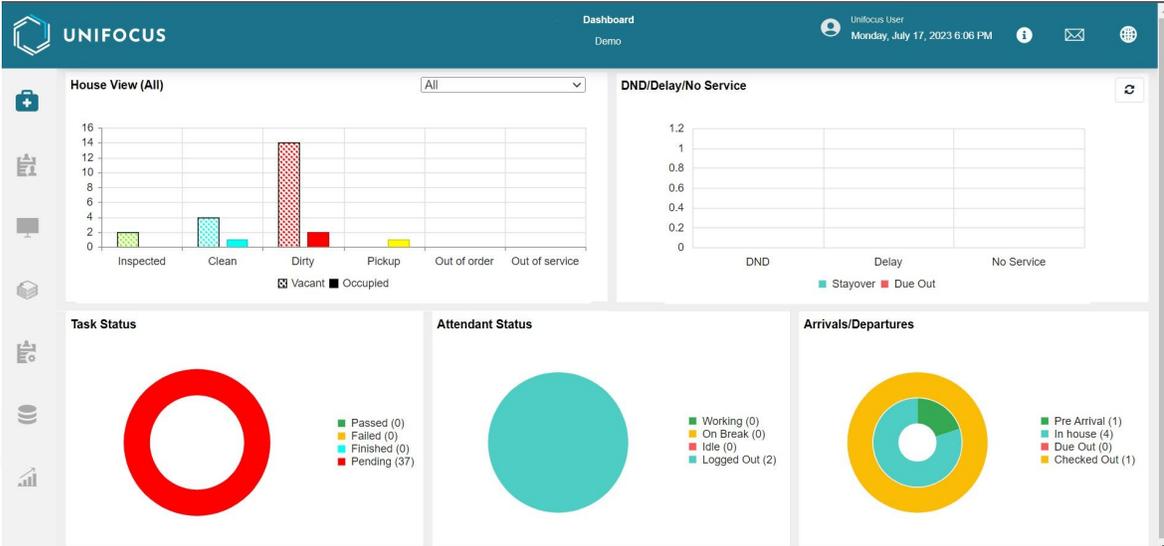


The screenshot shows the 'Task Sheet Editor' interface. At the top, it displays the UNIFOCUS logo, the title 'Task Sheet Editor Demo', and user information: 'Unifocus User Monday, July 17, 2023 6:06 PM'. Below the header is a navigation bar with options like 'All', 'Show Selected (0/6)', 'Create', 'Tasksheet', 'Task', 'Assign Staff', and search filters. The main area contains several task sheet cards for different dates and room numbers:

- 13-Jul-2023/1**: UAT 70. Table with columns #, FO, Cr, VIP, TT. Rows: 1001 OCC 0.00 VIP1 Stayo..., 1006 IVAC 0.00 FC.
- 14-Jul-2023/1**: UAT 70. Table with columns #, FO, Cr, VIP, TT. Row: 1006 IVAC 0.00 FC.
- 14-Jul-2023/1.010**: UAT 70. Table with columns #, FO, Cr, VIP, TT. Row: 1006 IVAC 0.00 FC.
- 13-Jul-2023/2**: UAT 70.
- 13-Jul-2023/3**: UAT 70.
- 13-Jul-2023/4**: UAT 70.

Each card also shows summary statistics like 'Seq: 0601 to 1700', 'Rooms: 2', 'Credits: 0.00', and 'Floors: 1'.

New Task Sheet Editor Screen



The screenshot shows the 'Dashboard' interface. At the top, it displays the UNIFOCUS logo, the title 'Dashboard Demo', and user information: 'Unifocus User Monday, July 17, 2023 6:06 PM'. The dashboard is divided into several sections:

- House View (All)**: A bar chart showing counts for Inspected, Clean, Dirty, Pickup, Out of order, and Out of service. Legend: Vacant (light blue), Occupied (dark blue).
- DND/Delay/No Service**: A line chart showing counts for DND, Delay, and No Service. Legend: Stayover (light blue), Due Out (red).
- Task Status**: A donut chart showing counts for Passed (0), Failed (0), Finished (0), and Pending (37).
- Attendant Status**: A donut chart showing counts for Working (0), On Break (0), Idle (0), and Logged Out (2).
- Arrivals/Departures**: A donut chart showing counts for Pre Arrival (1), In house (4), Due Out (0), and Checked Out (1).

UNIFOCUS Lost & Found
Demo Unifocus User
Monday, July 17, 2023 6:06 PM

+ New Item Status: All Open | 01-06-2023 | 17-07-2023 | Today | Search

Reference Number	Status	Location	Guest Name	Category	Item	Quantity	Reported On	Reported By	Remarks
121953	Reported	L1CR - Carpet		Medicine	Item3	1	06-06-2023 14:22	Test User11	R3
121955	Reported	L1 - Curate Rest...		Clothing	Shirt	1	06-06-2023 15:58	Test' User2	Shirt Comment
121956	Reported	L1CR - Ceiling		Medicine	M1	1	07-06-2023 08:11	Test User11	RM1
121958	Reported	L1CR - Ceiling		Medicine	Med	1	14-06-2023 11:07	Test User11	M1
121959	Reported	L1CR - Carpet		Currency	Hvy Image	1	14-06-2023 11:15	Test User11	HI1
121960	Reported	B1SS - Air vent		Electronics	iPhone	1	16-06-2023 00:45	Frank Gambino	Test
121961	Reported	B1SS - Staircase		Jewellery	watch	1	16-06-2023 00:48	Frank Gambino	smart watch
121967	Reported	1106	xyzOct 31 2022 3...	Currency	xcvbnm	43	12-07-2023 14:41	UAT 71	

UNIFOCUS Linen Console
Demo Unifocus User
Monday, July 17, 2023 6:06 PM

From: 17-07-2023 To: 17-07-2023 None selected | Show datewise | Run | Clear | Export | Search

Item	Soiled count	Damaged count	Sent to laundry	Received from laundry	Discrepancy
Bath Mat	0	0	0	0	0
Bath Rug	0	0	0	0	0
Bath Towel	0	0	0	0	0
Bathrobe	0	0	0	0	0
Bedsheet -K	0	0	0	0	0
Bedsheet -Q	0	0	0	0	0
Bedsheet -S	0	0	0	0	0
Bedsheet -Sk	0	0	0	0	0
Duvet Cover -K	0	0	0	0	0
Duvet Cover -Q	0	0	0	0	0
Duvet Cover -Sk	0	0	0	0	0
Duvet Cover -S	0	0	0	0	0
Duvet Insert -K	0	0	0	0	0

Examples of unified screens

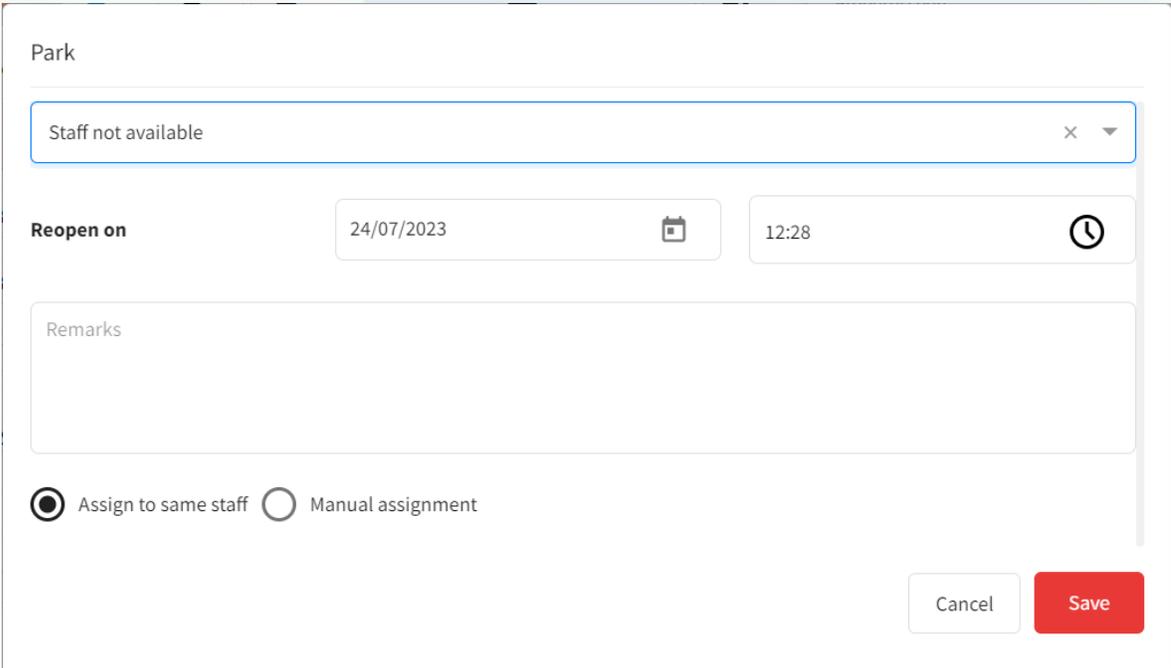
EXTENDED PARK FUNCTIONALITY

The new release introduces a web and mobile application feature that enables users to park work orders (WOs) using multiple options, which include the following:

Assign to Same Staff—When selected, the software reopens the parked WO and automatically assigns it to the same staff member who initially parked the WO. This option is selected by default.

Manual Assignment—With this option, you can manually assign the WO to another technician. The software reopens the parked WO, and you can select a different technician to whom the WO should be assigned.

Note: For manual assignment, the software displays users mapped under whitelisted departments.



The screenshot shows a 'Park' dialog box with the following elements:

- A dropdown menu at the top containing the text 'Staff not available' and a close icon (x) and a dropdown arrow.
- A 'Reopen on' section with two input fields: a date field containing '24/07/2023' with a calendar icon, and a time field containing '12:28' with a clock icon.
- A large text area labeled 'Remarks'.
- Two radio buttons at the bottom: 'Assign to same staff' (which is selected) and 'Manual assignment'.
- Two buttons at the bottom right: 'Cancel' and 'Save'.

In both cases, whether the WO is assigned to the same staff or manually reassigned to another technician, the software reopens the parked WO in the assigned state.

Introduction of repark functionality

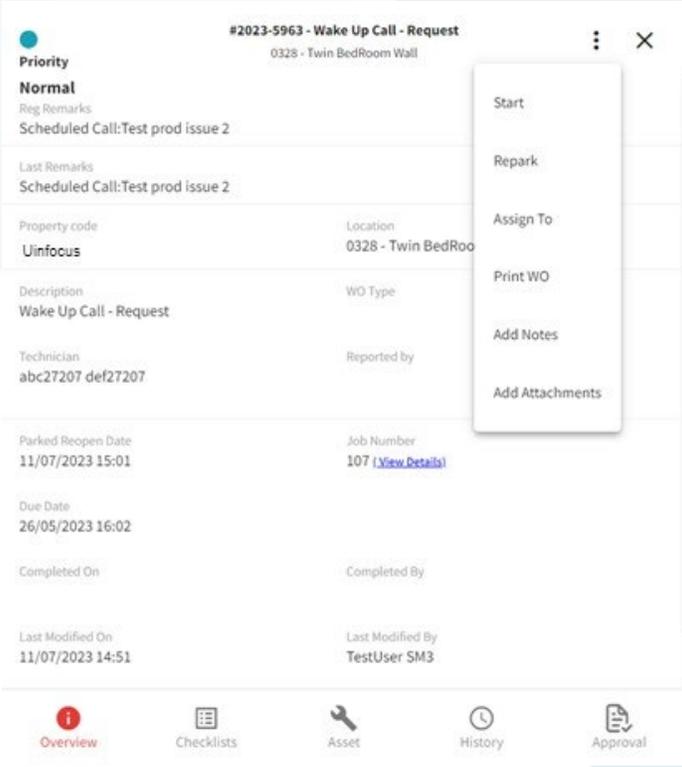
With this enhancement, you can *repark* existing parked WOs. When you select the Repark option, the software displays a dialog box with the following details to be filled:

- Park reason

- Reopen On
- Remarks
- Assign to Same Staff
- Manual Assignment

After providing the necessary information in the above fields, you can repark the existing parked WO.

Note: After reparking the existing parked WO, the software updates the new date under Parked Reopen Date, reflecting the most recent repark date.



The screenshot displays a work order detail page for '#2023-5963 - Wake Up Call - Request' at location '0328 - Twin Bedroom Wall'. The priority is set to 'Normal'. The 'Parked Reopen Date' is '11/07/2023 15:01' and the 'Job Number' is '107'. A context menu is open over the 'Parked Reopen Date' field, showing options: Start, Repark, Assign To, Print WO, Add Notes, and Add Attachments. The bottom navigation bar includes Overview, Checklists, Asset, History, and Approval.

PRIORITY WORK ORDER

User journey

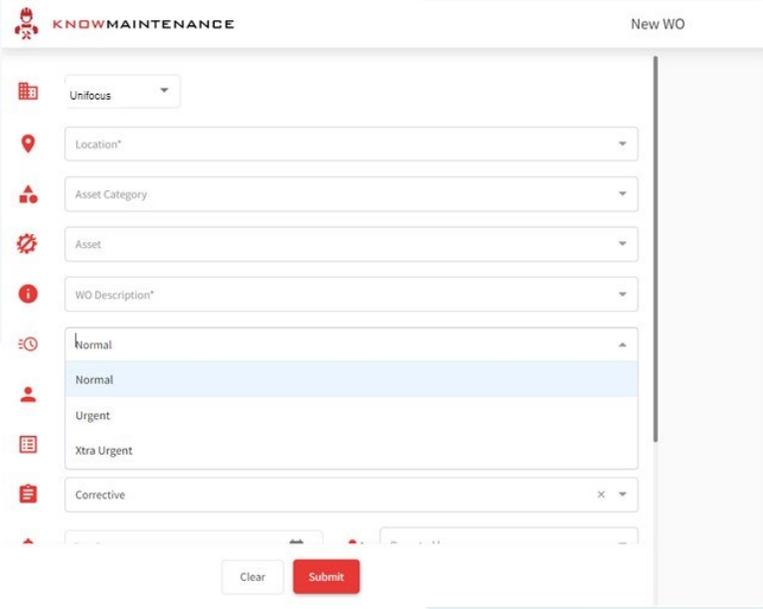
The new release focuses on prioritizing WOs and providing a clear view of their priority levels on the WO Console. You can access this enhancement in both the web and mobile applications.

For Ad Hoc WOs, a new Priority field has been added to the New WO screen. You can easily set the priority of a WO by selecting from the available options in a drop-down list, which includes Extra Urgent, Urgent, and Normal priorities.

Once you specify the priority, the WO Console displays the WOs with a corresponding priority icon, making it easy to identify their urgency.

Notes:

- The Priority field is optional. If you choose to not provide a value, the software considers the priority of the WO to be Normal.
- Once a WO is created, you cannot modify its priority.



For Service WOs, priorities are already mapped to each job description as per the current process. When you create a job with an Extra Urgent, Urgent, or Normal priority in the Service application, the same priority will be assigned to the corresponding WO in the Maintenance application.

If any job description is selected with a predefined priority labeled as *Crisis*, the same priority will be reflected in the Maintenance application.

For Planned Maintenance (PM) WOs, the priority will be automatically set as Normal from the backend, and you will not have the option to assign any other priorities to these WOs.

Changes on WO Console

A new Priority field has been introduced to display the priority of the WOs. On the WO Console, you can view priority WOs with different icons.



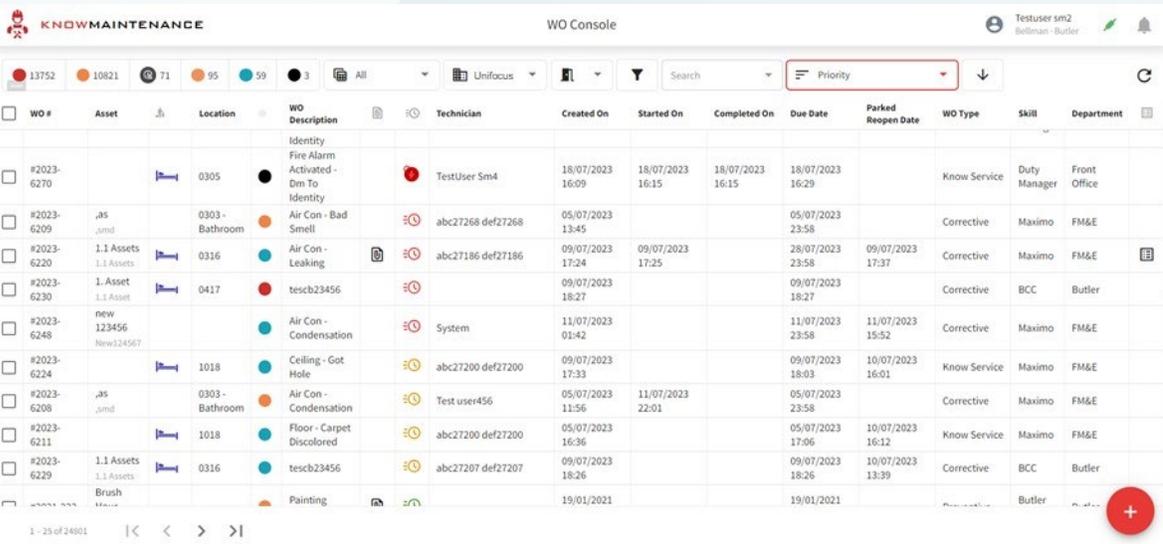
 Extra Urgent

 Urgent

 Normal

The sorting options include the Priority field. If you sort based on priority, the software displays the WOs in the following order: Crisis, Extra Urgent, Urgent, and Normal.

Note: The default sorting is based on the updated date/time (current default).



WO #	Asset	Location	WO Description	Technician	Created On	Started On	Completed On	Due Date	Parked Reopen Date	WO Type	Skill	Department
#2023-6270		0305	Identify Fire Alarm Activated - Dm To Identity	TestUser Sm4	18/07/2023 16:09	18/07/2023 16:15	18/07/2023 16:15	18/07/2023 16:29		Know Service	Duty Manager	Front Office
#2023-6209	.as_sumd	0303 - Bathroom	Air Con - Bad Smell	abc27268 def27268	05/07/2023 13:45			05/07/2023 23:58		Corrective	Maximo	FM&E
#2023-6220	1.1 Assets	0316	Air Con - Leaking	abc27186 def27186	09/07/2023 17:24	09/07/2023 17:25		28/07/2023 23:58	09/07/2023 17:37	Corrective	Maximo	FM&E
#2023-6230	1.1 Asset	0417	tescb23456		09/07/2023 18:27			09/07/2023 18:27		Corrective	BCC	Butler
#2023-6248	new 123456 New124567		Air Con - Condensation	System	11/07/2023 01:42			11/07/2023 23:58	11/07/2023 15:52	Corrective	Maximo	FM&E
#2023-6224		1018	Ceiling - Got Hole	abc27200 def27200	09/07/2023 17:33			09/07/2023 18:03	10/07/2023 16:01	Know Service	Maximo	FM&E
#2023-6208	.as_sumd	0303 - Bathroom	Air Con - Condensation	Test user456	05/07/2023 11:56	11/07/2023 22:01		05/07/2023 23:58		Corrective	Maximo	FM&E
#2023-6211		1018	Floor - Carpet Discolored	abc27200 def27200	05/07/2023 16:36			05/07/2023 17:06	10/07/2023 16:12	Know Service	Maximo	FM&E
#2023-6229	1.1 Assets	0316	tescb23456	abc27207 def27207	09/07/2023 18:26			09/07/2023 18:26	10/07/2023 13:39	Corrective	BCC	Butler
	Brush		Painting		19/01/2021			19/01/2021			Butler	

ACTION REASONS MAPPING

User journey

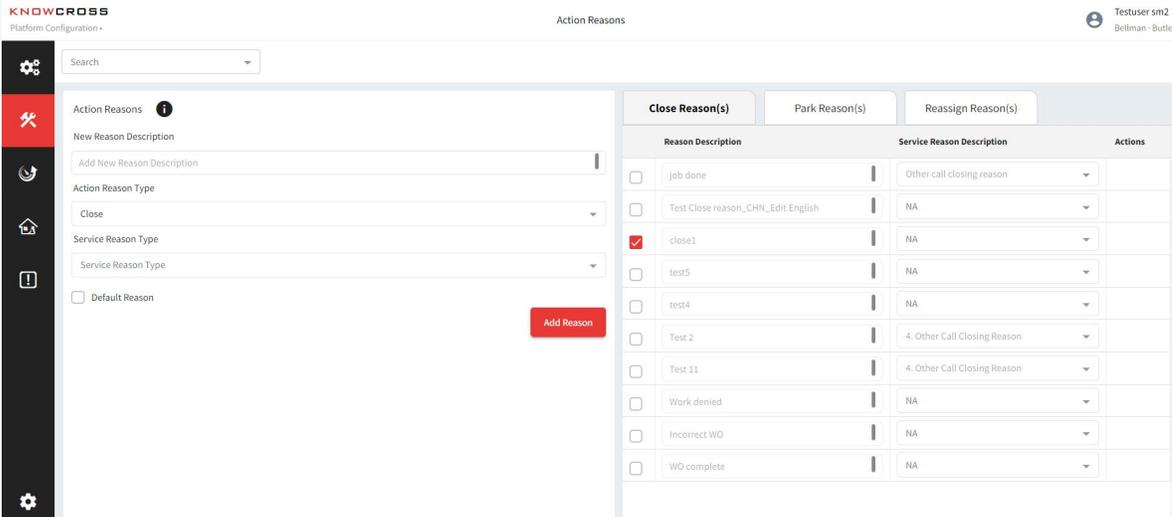
In the new release, you can perform one-on-one mapping for action reasons, a requirement for maintenance jobs in the Service application using the frontend.

A new field called *Service Reason Action* has been introduced to the existing Action Reasons screen under system configuration. This Service Reason Action field appears on the left side of the screen, allowing you to map one-on-one reasons while adding new reasons for the Maintenance application.

When users select specific reasons like Close, Park, and Reassign, the software displays only the service reasons relevant to that type in the Service Reason Action field. If you include a mapping while adding a reason, the software displays the mapping on the right side of the screen along with the added action reason.

For existing properties, you can create mappings from the right side of the screen. By clicking the Edit field, you can select existing service reasons from a drop-down menu. Once selected, the software adds the mapping to the database. The following scenarios apply in this context:

- If there is no synchronization between Service action reasons and Maintenance action reasons, the software displays a warning message “No reason sync on Service jobs” while working on the WO.
- If you do not perform one-on-one mapping for action reasons, the software selects the default reason stored in database.
- If you perform one-on-one mapping for action reasons, the software selects the Service correspondent action reason mapped against Maintenance reason.



Reason Description	Service Reason Description	Actions
<input type="checkbox"/> job done	Other call closing reason	
<input type="checkbox"/> Test Close reason_CHN_Edit English	NA	
<input checked="" type="checkbox"/> close1	NA	
<input type="checkbox"/> test5	NA	
<input type="checkbox"/> test4	NA	
<input type="checkbox"/> Test 2	4. Other Call Closing Reason	
<input type="checkbox"/> Test 11	4. Other Call Closing Reason	
<input type="checkbox"/> Work denied	NA	
<input type="checkbox"/> Incorrect WO	NA	
<input type="checkbox"/> WO complete	NA	

EMAIL ALERTS

User journey

The upcoming update enables users to receive email notifications for customized alerts. Users can set up these alerts on the User Group screen within the Maintenance application.

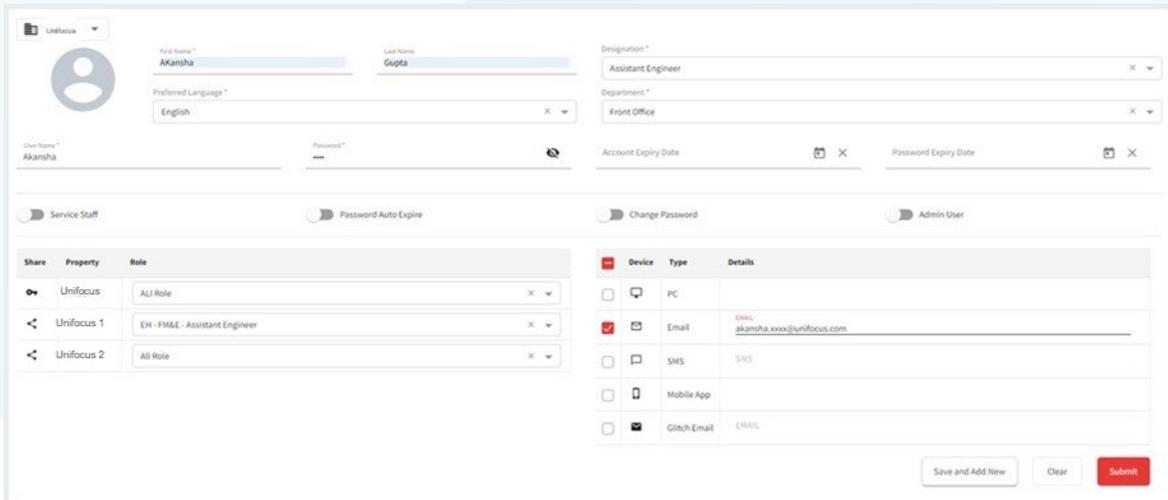
Process to activate email alerts:

For new users

- During the creation of a new user, the admin must select the Email checkbox under the device section.
- Provide the designated email address where the notifications should be delivered.

For existing users

- Locate the user on the User Console and click the Edit field.
- Within the edit interface, the admin can activate the Email checkbox under the device section.
- Provide the designated email address where the notifications should be delivered.



The screenshot shows the Unifocus user management interface. At the top, there are fields for First Name (Akansha), Last Name (Gupta), Designation (Assistant Engineer), Preferred Language (English), Department (Front Office), and Account Expiry Date. Below these are toggle switches for Service Staff, Password Auto Expire, Change Password, and Admin User. A table lists user roles: Unifocus (All Role), Unifocus 1 (EH - FM&E - Assistant Engineer), and Unifocus 2 (All Role). On the right, a 'Device' table has columns for Device, Type, and Details. The 'Email' device type is checked, with the email address 'ehs.akansha.xxxx@unifocus.com' entered in the details field. At the bottom right, there are buttons for 'Save and Add New', 'Clear', and 'Submit'.

After setting the email address for the user and adding them to the user group, the software automatically sends notifications for the configured alerts via email.

Note: The email alerts feature exclusively applies to data centers located in the European Union (EU), Singapore (SG), and the United States (US).

HELP US IMPROVE

We value your input and want to hear from you! As we continue to enhance Unifocus products, we invite you to share your questions, suggestions, and feedback with us. If you have any thoughts or ideas on how we can improve our products, please don't hesitate to reach out to us at product@unifocus.com.