



UNIFOCUS
WORKFORCE MANAGEMENT

Release Document

**Job Manager, Service Action Reasons, and
Access Rights Changes.
Maintenance – Activate and deactivate PMs.**

November 2023

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NEW JOB MANAGER

1. INTRODUCTION

1.1 Purpose

The Job Manager is a new module designed to configure job categories and job descriptions for use in our Service module. This document outlines the release of the Job Manager and provides detailed information on its features and functionalities.

1.2 Scope

This release document covers the functionalities available to Corporate Users and Property Users, including configuration, mapping, and management features.

1.3 Audience

This document is intended for you—administrators, IT personnel, and end-users who will be interacting with the Job Manager module.

2. GETTING STARTED

2.1 Accessing the Job Manager

To access the Job Manager, please follow these steps:

1. Visit the system configuration screens.
2. Navigate to the Service module section.
3. Click the Job Manager sub-module.

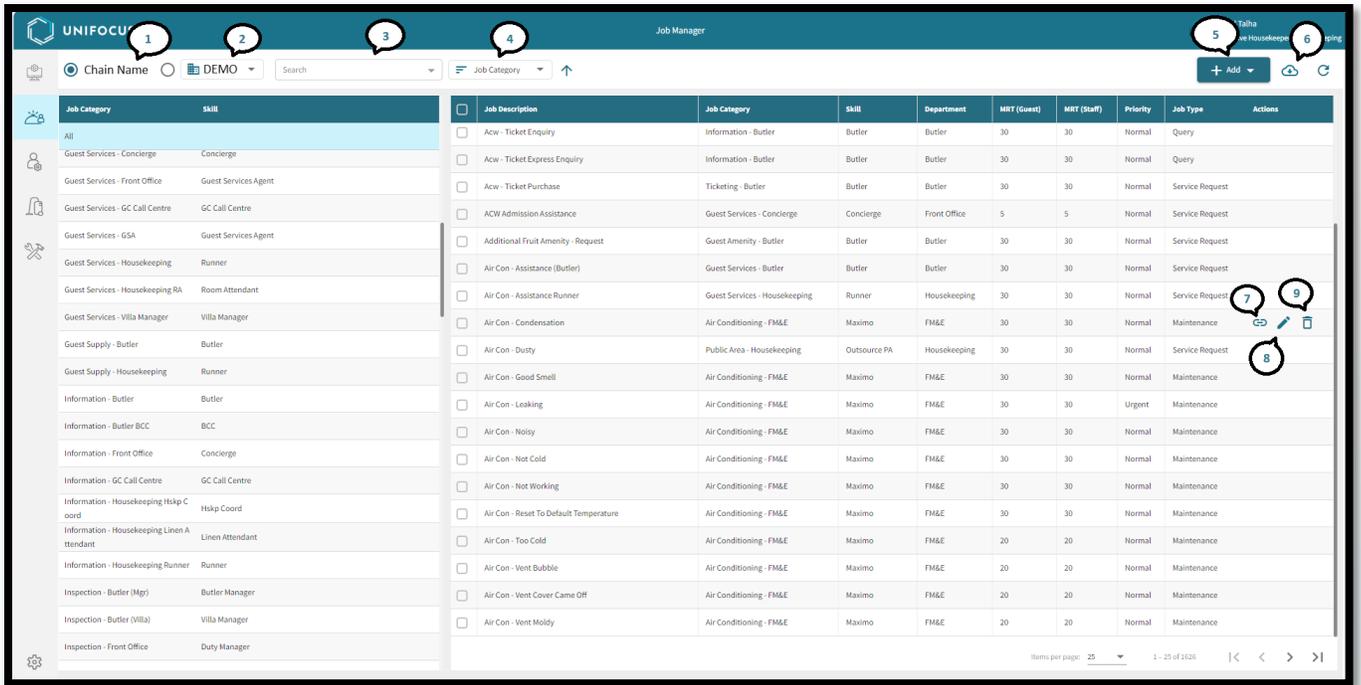
2.2 User Roles and Permissions

Ensure a clear understanding of the various user roles and their associated permissions to maintain proper access control.

2.3 Initial Setup

Before utilizing the Job Manager, you must complete the initial setup, which involves configuring roles, permissions, and other essential settings.

3. MAIN SCREEN OVERVIEW



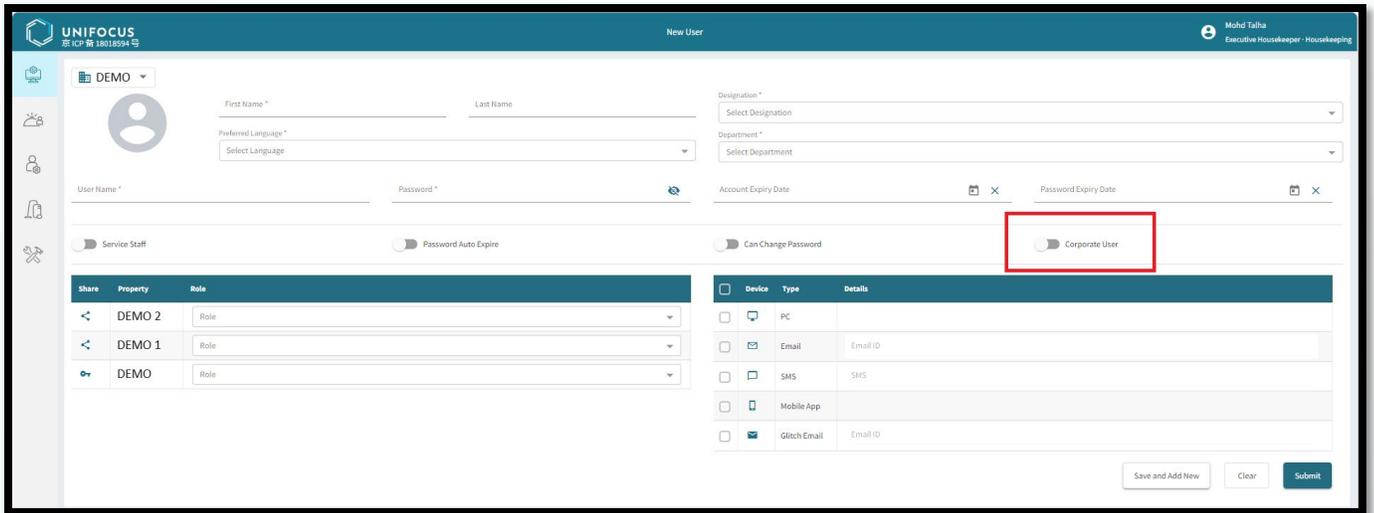
The screenshot shows the UNIFOCUS Job Manager interface. It features a top navigation bar with the UNIFOCUS logo and 'Job Manager' text. Below the navigation bar, there are several controls: a radio button for 'Chain Name' (set to 'DEMO'), a search bar, and a 'Job Category' dropdown. The main area is a table with columns for Job Description, Job Category, Skill, Department, MRT (Guest), MRT (Staff), Priority, Job Type, and Actions. A left sidebar contains a list of job categories and skills. The 'Actions' column for each row includes icons for adding, mapping, editing, and deleting job descriptions. Numbered callouts 1-9 point to these specific features.

Job Description	Job Category	Skill	Department	MRT (Guest)	MRT (Staff)	Priority	Job Type	Actions
<input type="checkbox"/> Acw - Ticket Enquiry	Information - Butler	Butler	Butler	30	30	Normal	Query	
<input type="checkbox"/> Acw - Ticket Express Enquiry	Information - Butler	Butler	Butler	30	30	Normal	Query	
<input type="checkbox"/> Acw - Ticket Purchase	Ticketing - Butler	Butler	Butler	30	30	Normal	Service Request	
<input type="checkbox"/> ACW Admission Assistance	Guest Services - Concierge	Concierge	Front Office	5	5	Normal	Service Request	
<input type="checkbox"/> Additional Fruit Amenity - Request	Guest Amenity - Butler	Butler	Butler	30	30	Normal	Service Request	
<input type="checkbox"/> Air Con - Assistance (Butler)	Guest Services - Butler	Butler	Butler	30	30	Normal	Service Request	
<input type="checkbox"/> Air Con - Assistance Runner	Guest Services - Housekeeping	Runner	Housekeeping	30	30	Normal	Service Request	
<input type="checkbox"/> Air Con - Condensation	Air Conditioning - FM&E	Maximo	FM&E	30	30	Normal	Maintenance	
<input type="checkbox"/> Air Con - Dusty	Public Area - Housekeeping	Outsource PA	Housekeeping	30	30	Normal	Service Request	
<input type="checkbox"/> Air Con - Good Smell	Air Conditioning - FM&E	Maximo	FM&E	30	30	Normal	Maintenance	
<input type="checkbox"/> Air Con - Leaking	Air Conditioning - FM&E	Maximo	FM&E	30	30	Urgent	Maintenance	
<input type="checkbox"/> Air Con - Noisy	Air Conditioning - FM&E	Maximo	FM&E	30	30	Normal	Maintenance	
<input type="checkbox"/> Air Con - Not Cold	Air Conditioning - FM&E	Maximo	FM&E	30	30	Normal	Maintenance	
<input type="checkbox"/> Air Con - Not Working	Air Conditioning - FM&E	Maximo	FM&E	30	30	Normal	Maintenance	
<input type="checkbox"/> Air Con - Reset To Default Temperature	Air Conditioning - FM&E	Maximo	FM&E	30	30	Normal	Maintenance	
<input type="checkbox"/> Air Con - Too Cold	Air Conditioning - FM&E	Maximo	FM&E	20	20	Normal	Maintenance	
<input type="checkbox"/> Air Con - Vent Bubble	Air Conditioning - FM&E	Maximo	FM&E	20	20	Normal	Maintenance	
<input type="checkbox"/> Air Con - Vent Cover Came Off	Air Conditioning - FM&E	Maximo	FM&E	20	20	Normal	Maintenance	
<input type="checkbox"/> Air Con - Vent Moldy	Air Conditioning - FM&E	Maximo	FM&E	20	20	Normal	Maintenance	

New Job Manager screen

- Chain Selection:** You can switch between corporate- and property-level functionalities using this radio button, displaying the name of the configured chain in the system.
- Property Selection:** This radio button allows you to view the list of accessed properties, making it easy to switch between properties with a simple click.
- Search Functionality:** Initiate searches based on job category, job description, and skill to quickly locate specific information.
- Data Sorting:** Sort the data on this screen by job category, skill, and description in both ascending and descending order.
- Add Job Description/Category:** As a corporate user, you can add job descriptions and categories by clicking the **Add** button, which opens pop-up screens.
- Export Data:** Export all the details available on the screen to Excel format by clicking the export icon.
- Map Job Descriptions:** Use this icon to map a specific job description to the accessed properties.
- Edit Job Description:** Edit a particular job description by clicking the icon.
- Delete Job Description:** As a corporate user, you can delete job descriptions by clicking the delete icon for the job.

4. CORPORATE USER FUNCTIONALITIES



The screenshot shows the 'New User' form in the UNIFOCUS system. The form includes fields for First Name, Last Name, Designation, Department, Preferred Language, User Name, Password, Account Expiry Date, and Password Expiry Date. There are also toggle switches for Service Staff, Password Auto Expire, Can Change Password, and Corporate User. The 'Corporate User' toggle is highlighted with a red box. Below the form are two tables: one for Share, Property, and Role, and another for Device, Type, and Details. The bottom right corner has buttons for Save and Add New, Clear, and Submit.

As a Corporate User, you have exclusive access to the following functionalities:

- Create Job Category
- Create Job Description
- Edit Job Category Name and Job Description Name
- Delete Job Category and Job Description
- Mapping Job Descriptions with Properties

5. PROPERTY USER FUNCTIONALITIES

As a Property User, you have access to the following functionalities:

- Edit Property Specific MRTs
- Mapping Job Descriptions to Properties
- Updating Crisis Trees

SERVICE ACTION REASONS

1. INTRODUCTION

1.1 Purpose

The Job Manager is a new module designed to configure action reasons for Service jobs. This document outlines the release details of the Service Action Reasons Module and provides comprehensive information on its functionalities.

1.2 Scope

This release document covers the scope and features of the Service Action Reasons Module, which allows you to configure action reasons for Service jobs within your system. It is intended for corporate users, administrators, IT personnel, and end-users who will be working with the module to streamline service job processes.

1.3 Audience

This document is intended for your team members, including corporate users, administrators, IT personnel, and end-users who will be interacting with the Service Action Reasons Module.

2. GETTING STARTED

2.1 Accessing the Service Action Reasons Module

To access the Service Action Reasons, please follow these steps:

1. Visit the system configuration screens.
2. Navigate to the Service module section.
3. Click the Service Action Reasons sub-module.

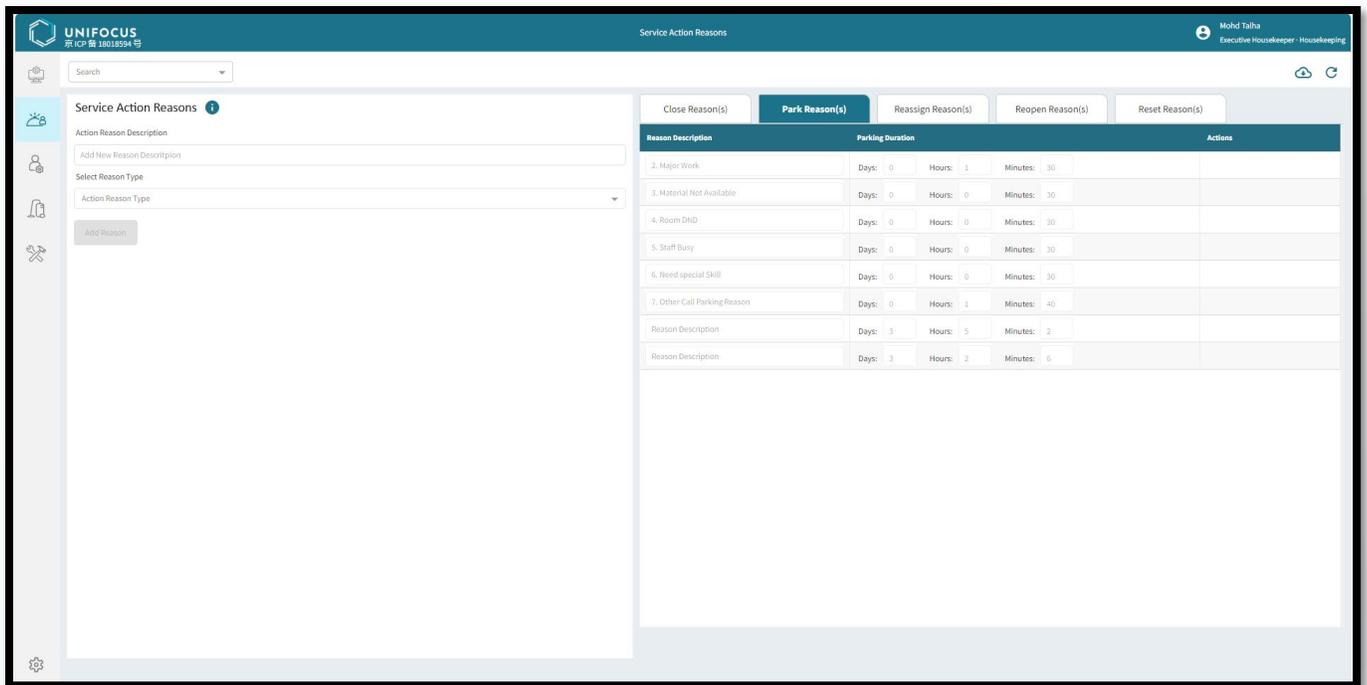
2.2 User Roles and Permissions

Understand the different user roles and their corresponding permissions to ensure proper access control within the module.

2.3 Initial Setup

Before using the Service Action Reasons Module, perform the initial setup, including configuring roles, permissions, and other necessary settings.

3. MAIN SCREEN OVERVIEW



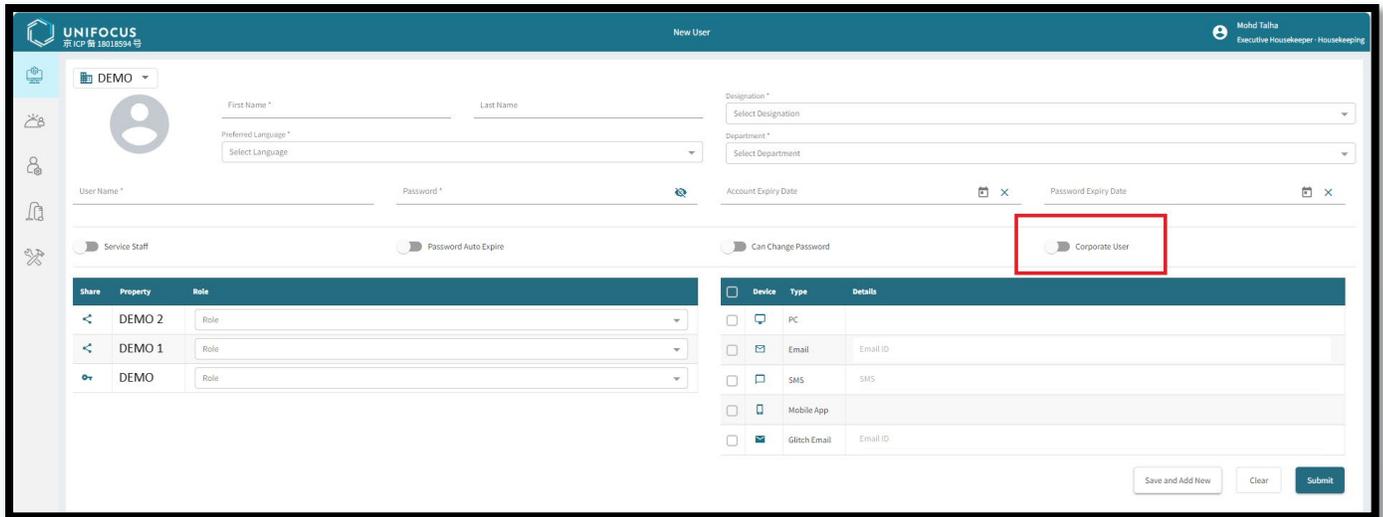
New Service Action Reasons screen

- **New Reason Description:** Enter new reason descriptions for closing a Service job, parking a Service job, reassigning a Service job, reopening a Service job, and resetting a Service job.
- **Action Reason Type:** Select the type of action reason from the available options.
- **Add Reason:** Click this button to add the reason with the selected reason type.
- **Edit and Delete Actions:** As a corporate user, you can edit or delete service action reasons. When you edit the text, the changes will also be reflected in existing jobs. However, deleting an existing service action reason will not affect existing jobs.

4. FUNCTIONALITY HIGHLIGHTS

- Configure action reasons for various Service job actions.
- Categorize reasons into different types for organization and classification.
- Easily add new reason descriptions specific to the Service application.
- Edit or delete service action reasons, with changes affecting existing jobs for edited reasons.
- Deleting an existing service action reason does not impact existing jobs.
- Export the data in an Excel format.

5. CORPORATE USER FUNCTIONALITIES



The screenshot shows the 'New User' form in the UNIFOCUS system. The form includes fields for First Name, Last Name, Designation, Department, Preferred Language, User Name, Password, Account Expiry Date, and Password Expiry Date. There are also toggle switches for Service Staff, Password Auto Expire, Can Change Password, and Corporate User. The 'Corporate User' toggle is highlighted with a red box. Below the form are two tables: one for roles and one for devices.

Share	Property	Role
<	DEMO 2	Role
<	DEMO 1	Role
>	DEMO	Role

Device	Type	Details
<input type="checkbox"/>	PC	
<input type="checkbox"/>	Email	Email ID
<input type="checkbox"/>	SMS	SMS
<input type="checkbox"/>	Mobile App	
<input type="checkbox"/>	Glitch Email	Email ID

As a Corporate User, you have exclusive access to the following functionalities:

- Create Service Action Reasons
- Edit Service Action Reasons
- Delete Service Action Reasons

ACCESS RIGHTS CHANGES

1. INTRODUCTION

1.1 Purpose

This document outlines the release details and provides comprehensive information on the changes made to the access rights within the system.

1.2 Scope

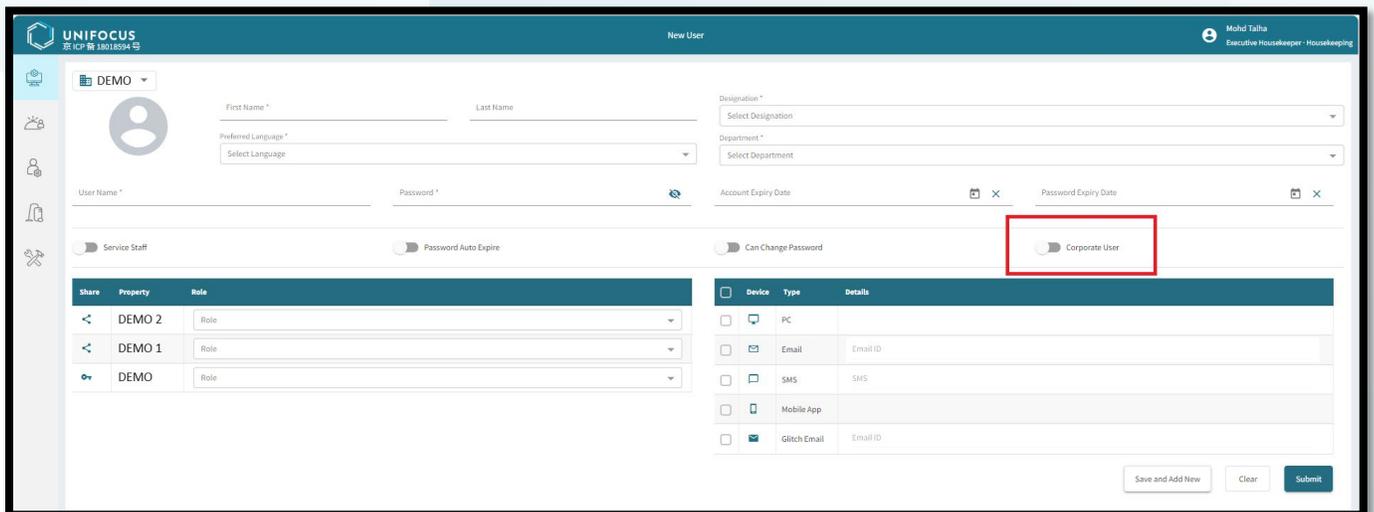
This release document covers the scope and features of the Access Rights Changes, focusing on the introduction of the *Corporate User* check and the shift of access from *Admin User* to the new rights available in the role module. It is intended for administrators, IT personnel, and end-users who will be working with the updated access rights.

1.3 Audience

This document is intended for your team members, including administrators, IT personnel, and end-users who will be interacting with the system's updated access rights.

2. GETTING STARTED

2.1 Corporate User Check



The screenshot shows the 'New User' form in the UNIFOCUS system. The form includes fields for First Name, Last Name, Designation, Department, Preferred Language, User Name, Password, Account Expiry Date, Password Expiry Date, Service Staff, Password Auto Expire, Can Change Password, and Corporate User. The 'Corporate User' toggle switch is highlighted with a red box.

Share	Property	Role
<	DEMO 2	Role
<	DEMO 1	Role
>	DEMO	Role

Device	Type	Details
<input type="checkbox"/>	PC	
<input type="checkbox"/>	Email	Email ID
<input type="checkbox"/>	SMS	SMS
<input type="checkbox"/>	Mobile App	
<input type="checkbox"/>	Glitch Email	Email ID

In the New User screen, a new toggle for *Corporate User* has been introduced. Turning on this toggle will grant access to chain-level modules in the new system configurations, including Job Manager, Service Action Reasons, and Translations of chain-level modules.

2.2 Role Module Changes

Access to certain system functionalities previously provided by the Admin User check is now managed through the new rights available in the role module.

3. ACCESS RIGHTS CHANGES OVERVIEW

The following table provides an overview of the access rights changes:

3.1 Service:

		Change from	Change to
		View	View
System Configuration>>Service	Service Module Icon	Admin User	Role console>>Core >> System Configuration>>View System Configuration

3.2 Housekeeping:

		Change from	Change to
		View	View
System Configuration>>Housekeeping	Housekeeping Module Icon	Admin User	Role console>>Core >> System Configuration>>View System Configuration

3.3 Maintenance:

		Change from		Change to			
		View	Edit	View	Add/ Edit		
Maintenance Application	Translation Manager	Admin User					
	Import Data						
System Configuration>> Maintenance	Default Department and Skill					Role console>>Maintenance >> Maintenance Configuration>>View	Role Console>>Maintenance >> Maintenance Configuration>>Manage
	Job Category						
	WO Description						
	WO Type						
	Whitelist Department					Maintenance > Maintenance Configuration>>View or Corporate rights user	Corporate rights user
Action Reasons							

4. MIGRATION OF EXISTING ADMIN USERS

As part of this update, all existing Admin users will seamlessly transition to corporate users, ensuring a smooth migration process with the following details:

Service Module:

- Conversion: All existing Admin users within the Service module will be automatically converted to Corporate users.
- Access Rights: Converted Corporate users will be granted view rights for system configurations.



Housekeeping Module:

- Conversion: All existing Admin users within the Housekeeping module will undergo an automatic conversion to corporate users.
- Access Rights: The converted corporate users will receive view rights for system configurations.

Maintenance Module:

- Conversion: Existing Admin users within the Maintenance module will be automatically converted to corporate users.
- Access Rights: Converted Corporate users will be provided with view rights for Maintenance configurations.

This migration ensures that the transition from Admin users to corporate users is accompanied by appropriate access rights, facilitating continued access to essential configurations within each module.

MAINTENANCE - FEATURES & ENHANCEMENTS

BULK FLOW- ACTIVATE AND DEACTIVATE PMS

The PM Console screen of the Maintenance software now includes new icons labeled *Activate* and *Deactivate*. These icons allow you to activate or deactivate multiple Preventive Maintenance (PM) schedules according to your needs.

This functionality is available to all users and is not restricted by specific roles or rights. To access these icons, you must first select the checkbox on the PM Console. The icons will then appear alongside other actions on the bulk actions screen. Clicking either the Activate or Deactivate icon opens a dialogue box containing the following details:

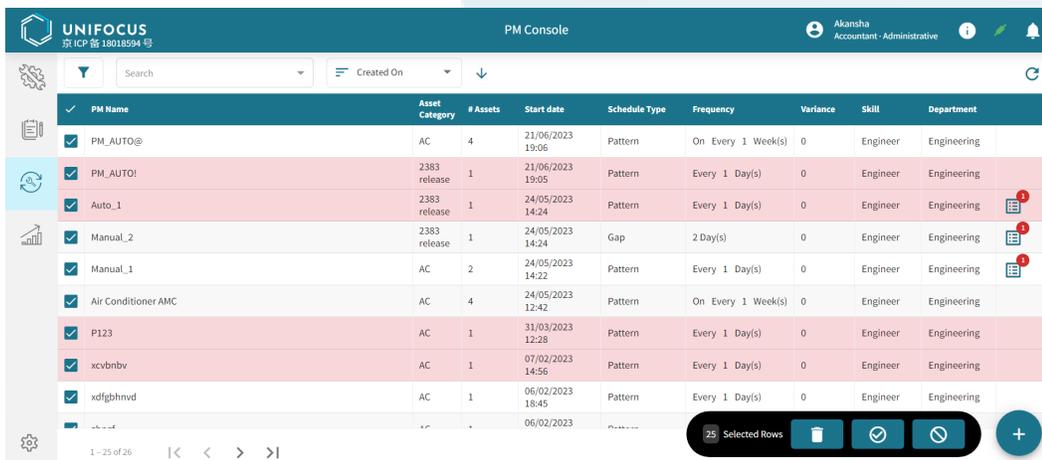
- Remarks and Update field
- PM Name
- Asset Category
- Start Date
- Frequency
- Remarks
- Actions

If you select the Activate icon and the PMs are already activated, they will be highlighted in red, and the system will display an error message stating "PM already activated." Similarly, if you choose the Deactivate icon and the PMs are already deactivated, they will be highlighted in red, and the system will display an error message stating "PM already deactivated." Before confirming, you must remove the PMs with error messages.

Once the PMs have been canceled, you can check the status on the PM Console screen, where the deactivated PMs will be highlighted in red.

Note:

- This feature will only be accessible through the web application.
- The logic for deactivating PMs will remain the same as in the current process.



PM Name	Asset Category	# Assets	Start date	Schedule Type	Frequency	Variance	Skill	Department
<input checked="" type="checkbox"/> PM_AUTO@	AC	4	21/06/2023 19:06	Pattern	On Every 1 Week(s)	0	Engineer	Engineering
<input checked="" type="checkbox"/> PM_AUTO!	2383 release	1	21/06/2023 19:05	Pattern	Every 1 Day(s)	0	Engineer	Engineering
<input checked="" type="checkbox"/> Auto_1	2383 release	1	24/05/2023 14:24	Pattern	Every 1 Day(s)	0	Engineer	Engineering
<input checked="" type="checkbox"/> Manual_2	2383 release	1	24/05/2023 14:24	Gap	2 Day(s)	0	Engineer	Engineering
<input checked="" type="checkbox"/> Manual_1	AC	2	24/05/2023 14:22	Pattern	Every 1 Day(s)	0	Engineer	Engineering
<input checked="" type="checkbox"/> Air Conditioner AMC	AC	4	24/05/2023 12:42	Pattern	On Every 1 Week(s)	0	Engineer	Engineering
<input checked="" type="checkbox"/> P123	AC	1	31/03/2023 12:28	Pattern	Every 1 Day(s)	0	Engineer	Engineering
<input checked="" type="checkbox"/> xcvbnbv	AC	1	07/02/2023 14:56	Pattern	Every 1 Day(s)	0	Engineer	Engineering
<input checked="" type="checkbox"/> xdfghnvd	AC	1	06/02/2023 18:45	Pattern	Every 1 Day(s)	0	Engineer	Engineering



Deactivate PM

Remarks Update

PM Name	Asset Category	Start date	Frequency	Remarks	Action
PM_AUTO@	AC	21 Jun 19:06	On Every 1 Week(s)	<input type="text" value="Remarks"/>	
PM_AUTO!	2383 release	21 Jun 19:05	Every 1 Day(s)	<input type="text" value="Remarks"/>	PM already deactivated
Auto_1	2383 release	24 May 14:24	Every 1 Day(s)	<input type="text" value="Remarks"/>	PM already deactivated
Manual_2	2383 release	24 May 14:24	2 Day(s)	<input type="text" value="Remarks"/>	
Manual_1	AC	24 May 14:22	Every 1 Day(s)	<input type="text" value="Remarks"/>	
Air Conditioner AMC	AC	24 May 12:42	On Every 1 Week(s)	<input type="text" value="Remarks"/>	

Confirmation
Are you sure you want to deactivate

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 or [Ideas Portal \(aha.io\)](#).

