UNIFOCUS
WORKFORCE MANAGEMENT

Release Document

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GLITCH RECOVERY OPTIONS

INTRODUCTION

This release introduces the Glitch Recovery Options Module, a vital component of the Glitch Action Reasons Module. This document provides detailed information about the features and functionalities of the Glitch Recovery Options Module, which allows you to define recovery options and their associated costs within the Glitch console > Open glitches. This module enhances the glitch management process by enabling efficient recovery option selection and cost tracking.

This document is intended for administrators, IT personnel, and staff members who will be using the Glitch Recovery Options Module within the Glitch application.

GETTING STARTED

Accessing the Module

To access the Glitch Recovery Options Module, follow these steps:

1. Go to the **Glitch** console > **Open glitches** section.
2. Select the **Glitch Recovery Options** module.

User Roles and Permissions

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

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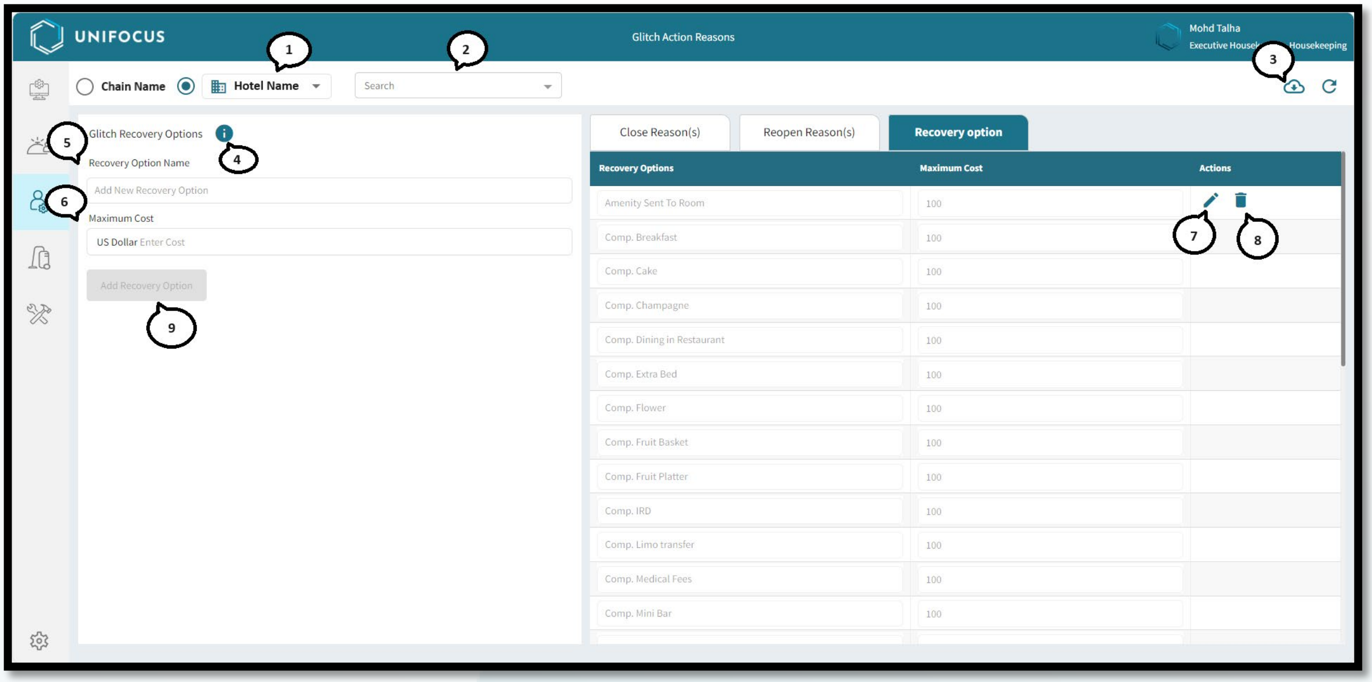
MAIN SCREEN OVERVIEW



New Glitch Recovery Options screen

1. Multi-Property drop-down list: Select the property from the drop-down list.
2. Search field: Use this field to search for specific recovery options.
3. Refresh icon: Click to refresh the data and display the updated information on the screen.
4. Glitch Recovery Option info: Hover on the "i" icon to view tutorial messages.
5. Recovery Option name: Enter the recovery option name with a maximum character limit of 50.
6. Maximum Cost: Enter the maximum cost for the recovery option with a maximum of 11 digits allowed.
7. Edit button: Click to edit the selected recovery option.
8. Delete button: Click to delete the selected recovery option.
9. Add Recovery Option button: Click to add the provided data as a new recovery option.

JOB RESET MANAGER

INTRODUCTION

The Job Reset Manager module allows you to set the maximum reset time for jobs, ensuring efficient job management within the software. This document provides an overview of the features and functionalities of the Job Reset Manager module and is intended for administrators, IT personnel, and staff members who will be using the module within the Service application.

GETTING STARTED

Accessing the Module

To access the Job Reset Manager module, follow these steps:

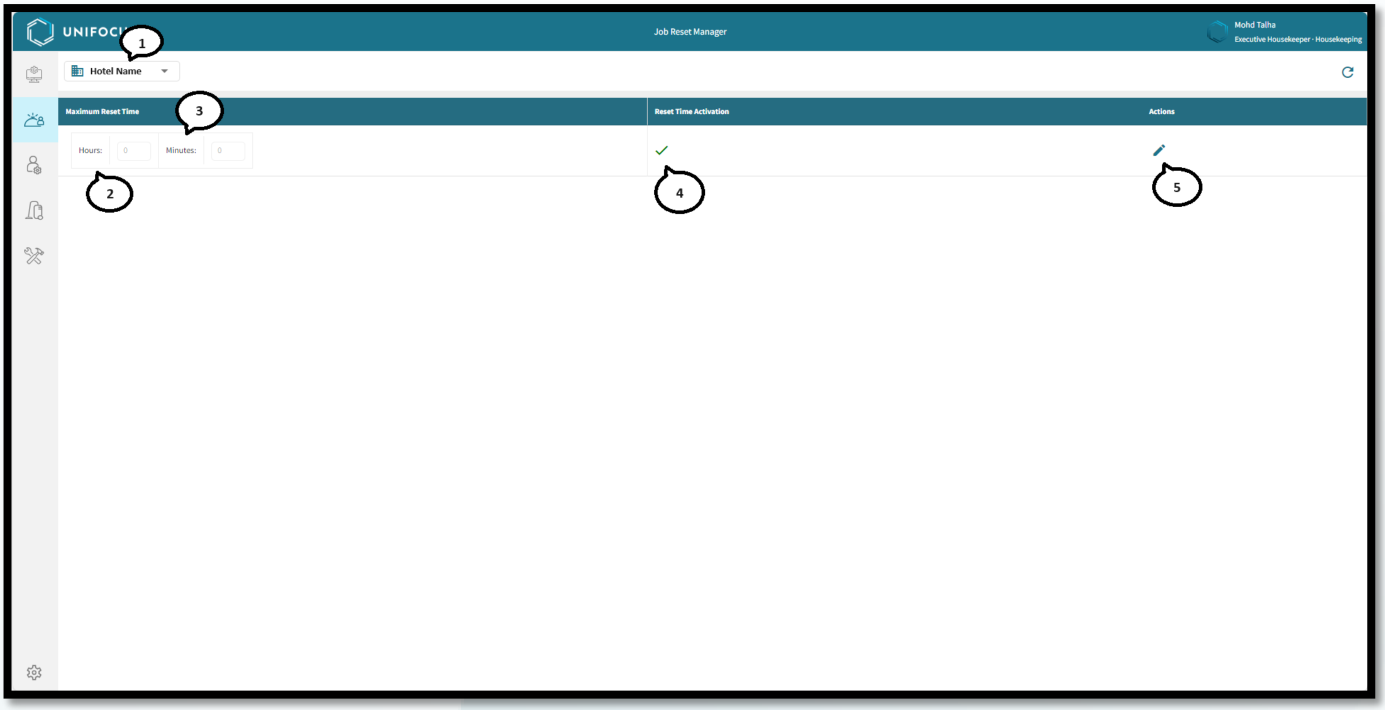
1. Visit the system configuration screens.
2. Go to the **Service** module section.
3. Click the **Job reset manager** module.

User Roles and Permissions

You must have the following minimum rights for accessing and modifying Job Reset Manager settings:

- View System Configuration
- System Information (Add) or System Information (Edit)

MAIN SCREEN OVERVIEW



New Job Reset Manager screen

1. Property Selection: View the list of accessed properties, facilitating easy switching between properties.
2. Hours Input field: Enter the number of hours for which the job can be reset. The maximum limit is 23 hours.
3. Minutes Input field: Enter the number of minutes for which the job can be reset. The maximum limit is 59 minutes.
4. Reset Time Activation: Activate or deactivate the reset time using the checkbox.
5. Edit button: Click to edit the job reset time settings.

PROPERTY DETAILS

INTRODUCTION

The Property Details module provides a view-only interface to view all the modules configured in the application along with their license keys, number of units allowed, their validity, and the status.

The Property Details module enables you to get a comprehensive overview of module configurations and their details within the application.

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This document is intended for administrators, IT personnel, and staff members who will be using the Property Details module within the Service application.

GETTING STARTED

Accessing the Module

To access the Property Details module, follow these steps:

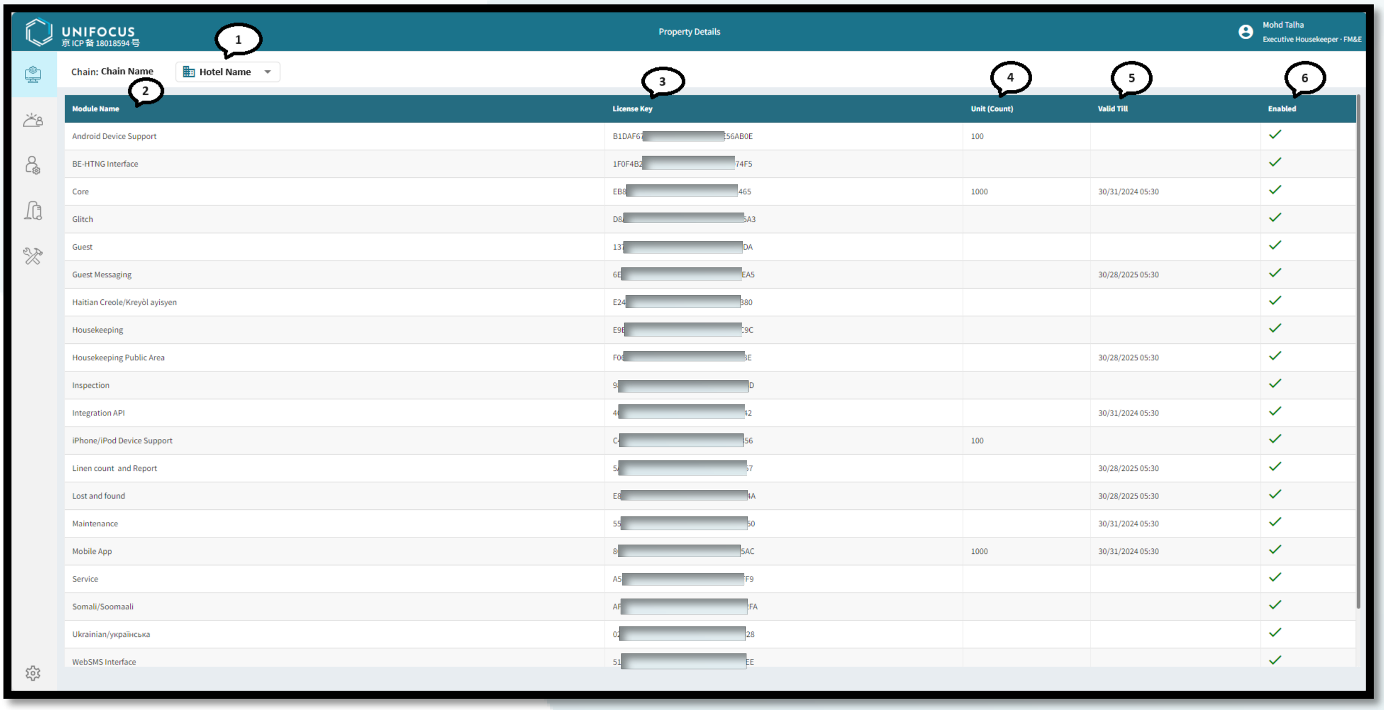
1. Visit the system configuration screens.
2. Go to the **Service** module > **Core Management** section.
3. Click the **Property Details** module.

User Roles and Permissions

To access the Property Details Module, you must have:

- Valid user IDs and passwords for the Service application.
- Minimum rights to view system configuration.

MAIN SCREEN OVERVIEW



New Property Details screen

1. Multi-Property drop-down list: Select the property from the drop-down list.
2. Module Name: Displays the name of different modules available in the application.
3. License Key: Shows the respective license keys for each module.
4. Unit Count: Indicates the number of units allowed to access each respective module.

5. Valid Till: Specifies the expiration date for access to each module.
6. Enabled Status: Indicates the current activation status of each module.

AUTO WORK ORDER MANAGER

INTRODUCTION

Use the Auto Work Order Manager module to set up rules and conditions for checklists. This document offers insights into the features and capabilities of the Auto Work Order Manager Module and its integration into the Work Order console.

With the Auto Work Order Manager Module, you can define rules and conditions for checklists configured at the property level. Once the rules are established, the system will automatically generate work orders when the specified conditions are met. You can then access details about the parent work order and associated work orders on the Work Order console.

GETTING STARTED

Accessing the Module

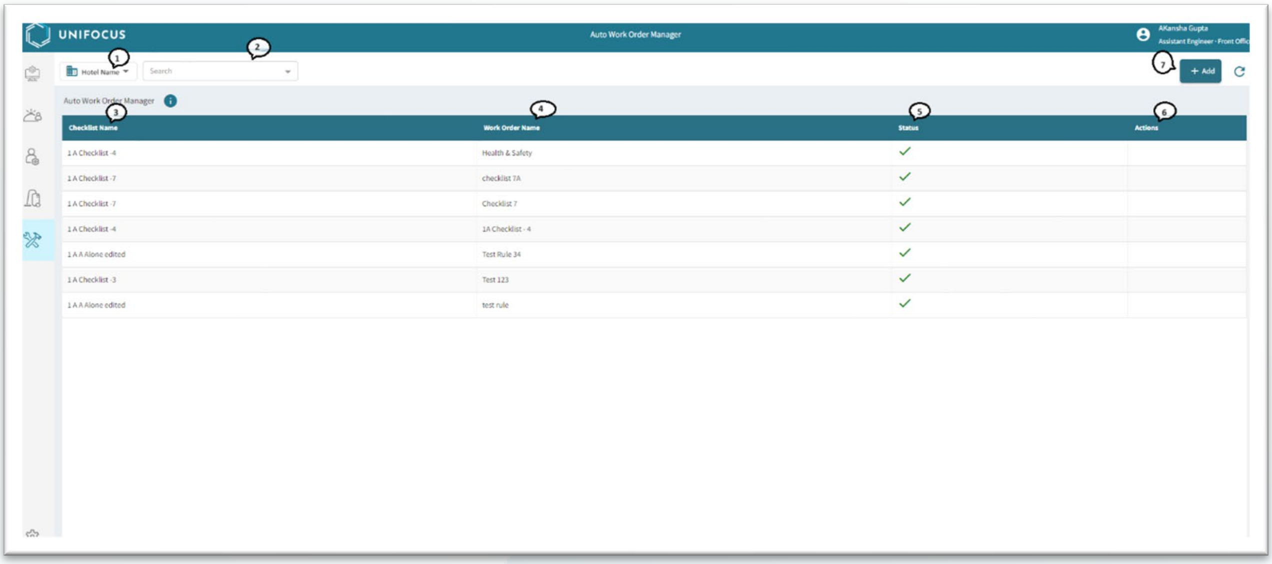
To access the Auto Work Order Manager module, follow these steps:

1. Visit the system configuration screens.
2. Go to the **Maintenance** module section (last icon).
3. Click the **Auto Work Order Manager** module (last module).

User Roles and Permissions

You must have the following minimum rights for accessing and modifying Auto Work Order Manager settings:

- View Maintenance Configuration
- Manage Maintenance Configuration



AUTO WORK ORDER MANAGER SCREEN OVERVIEW

New Auto Work Order Manager Details screen

1. Multi-Property drop-down list: Select the property from the drop-down list.
2. Search tab: Search the checklist name and work order name for which rules have been created.
3. Checklist Name: Displays the name of checklists for which rules have been created.
4. Work Order Name: Displays the name given for which rules have been created.
5. Status: Shows the status (active and inactive) for every rule.
6. Actions: Display three actions: edit, copy, and delete.
   - Edit action: Edit the existing rule/ condition set.
   - Copy action: Copy an existing rule.
     Note: You can only copy a rule within the same property.
   - Delete action: Delete the existing rules/ condition set.
     Note: Deletion of a rule will not impact the existing work orders.
7. Add tab: Click the Add tab to create new rule.

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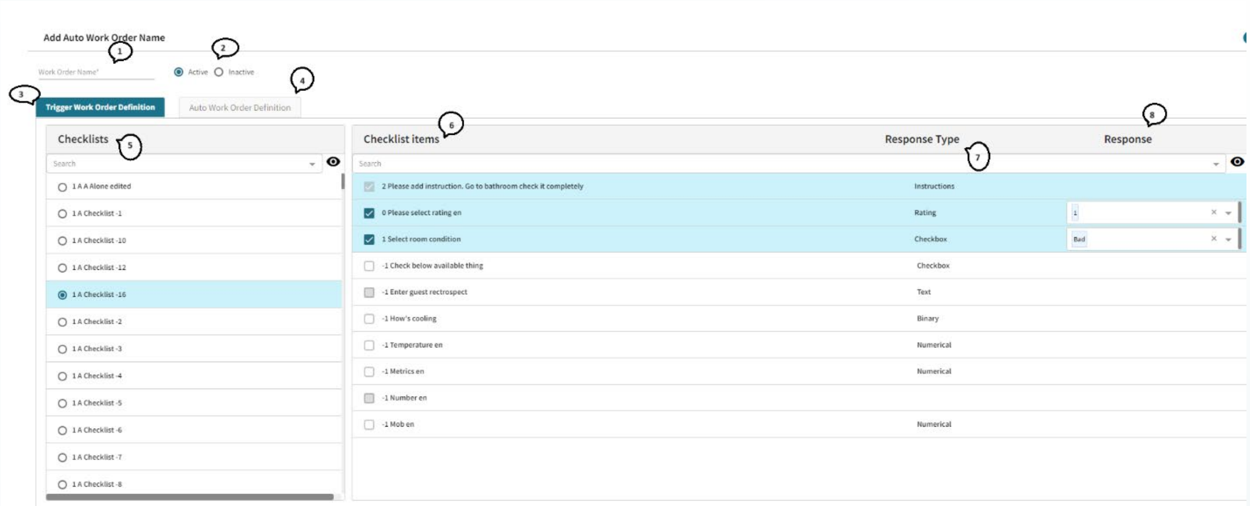
ADD SCREEN OVERVIEW



Add Details Screen

1. Auto Work Order Name: The unique name of the Auto Work Order name.
   Note: If the same name already exists, the system will show an error message.
2. Active/ Inactive: Select the status of the created rule. By default, Active is selected.
3. Triggered Work Order Definition: In the Triggered Work Order Definition tab, you can see the names of existing checklists within the Maintenance application. From this tab, you'll select the conditions for which the rule will be established.
4. Auto Triggered Work Order Definition: In the Auto Triggered Work Order Definition tab, you'll find details such as Work Order Description, Checklist, Priority, and Work Order Source, and Type. Here, you'll enter the specifics for the new work order.

TRIGGERED WORK ORDER DEFINITION

5. Checklists: This section presents the names of all configured checklists associated with a specific property. You must choose a particular checklist to establish conditions.
   Note: Only one checklist can be selected to create a rule.
6. Checklist Items: Once a checklist is selected, the system automatically displays all the questions configured for that checklist.
7. Response Type: Conditions can be set against four different response types: Binary, Checkbox, Numerical, and Ratings. You will not be able select Instruction and Text response type as those will be disabled.
8. Response: For each selected question, the system displays all the fail responses automatically. In the case of:

   Binary: The system presents the fail response, but you can also choose the pass response.

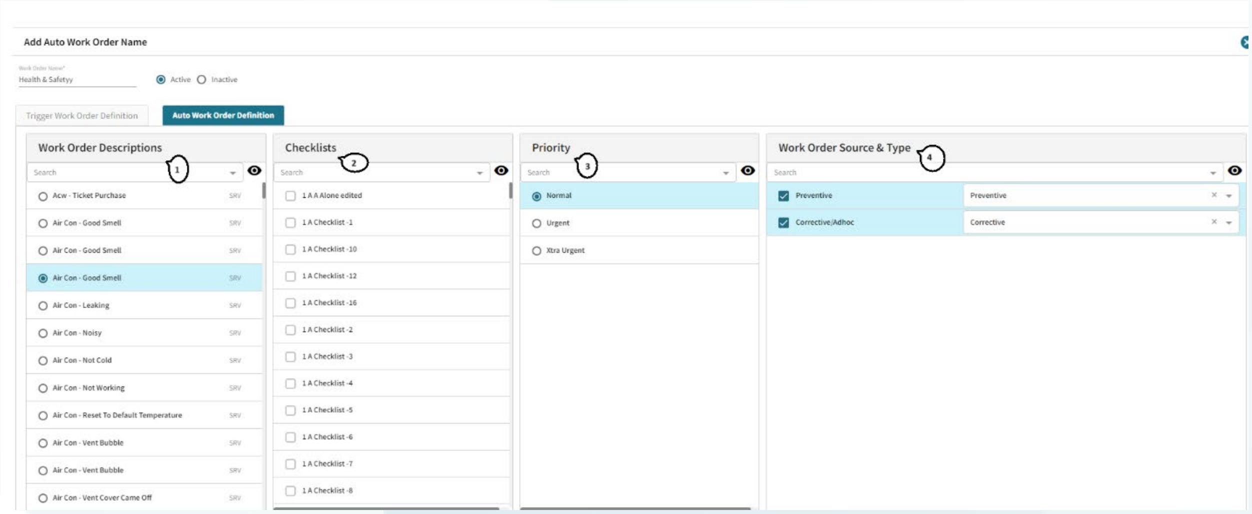
Checkbox: This is a multi-select field where all fail responses are prepopulated. You can select single or multiple responses from the drop-down list.

Numerical: This is a single-select field where the system displays three conditions: Below Minimum, Above Maximum, and Between Minimum and Maximum. The system prepopulates the Below Minimum and Above Maximum conditions, but you can modify them by clicking on the dropdown.

Rating: This is a single-select field where the system prepopulates all fail responses. You can modify them by selecting from the dropdown menu.

Note: The system displays "Pass" against every pass response.

AUTO WORK ORDER DEFINITION



1. Work Order Descriptions: Provide a description for the new work order that will be generated when the triggered conditions are met. You can select either the same description as an existing work order or choose from a list of other descriptions.
2. Checklists: Lists all the configured checklists for the specific property. You can select either a new checklist or an existing one.
   Note: Adding a checklist is optional.
3. Priority: Select the priority for the new work orders generated from the triggered conditions.
4. Work Order Source and Type: Set the source for which the system should generate the new work order. When selecting the source, the system automatically populates the default configured type. However, users can modify this selection by clicking the drop-down menu.

After entering all the details, click **Save and Exit**. Once saved, the rule name appears in the Auto Work Order Manager screen.

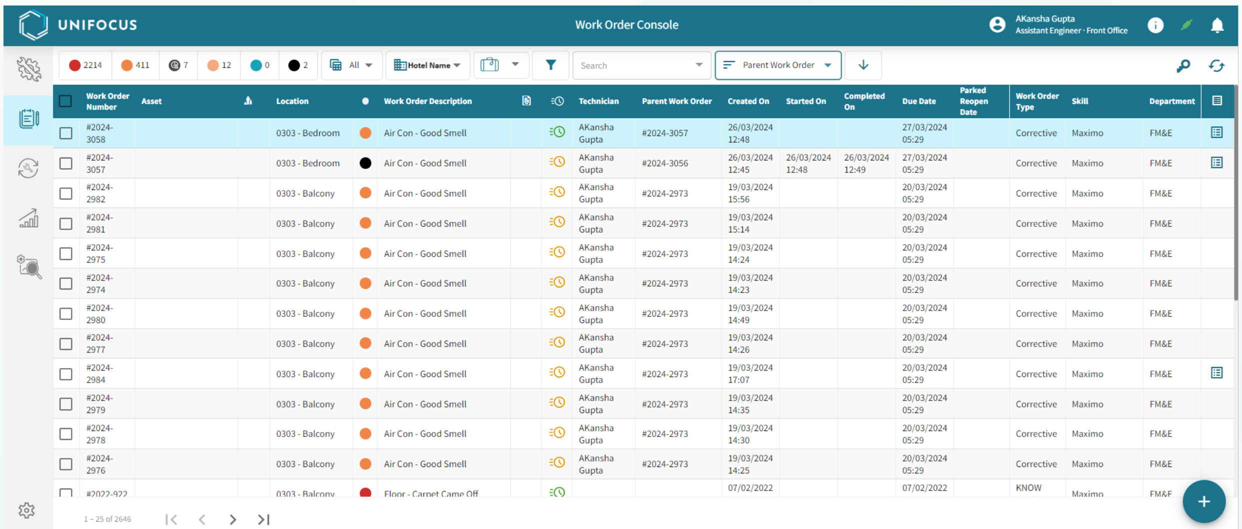
LINKED WORK ORDER

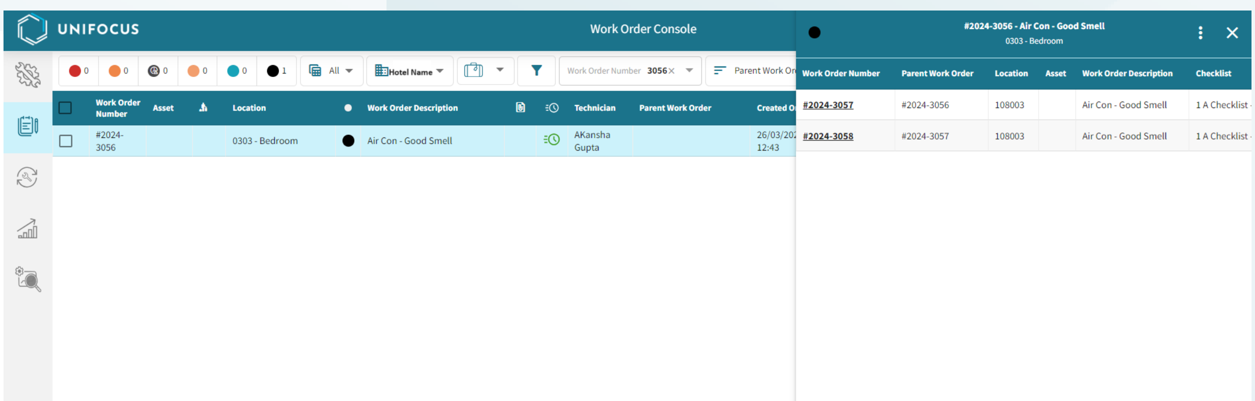
After creating rules, the system generates associated work orders linked to a parent work order. A new column titled *Parent Work Order* displays the work order number for the newly generated work orders.

You can access linked work order information by clicking a specific work order. A new tab named *Linked Work Order* allows you to view all the work orders generated according to the set rules. Clicking a work order number takes you to the overview screen of the new work order.

Whenever a linked work order is generated, a new *Linked Work Order Created* remark appears in the History tab.

Filters and sorting options are also available for the parent work order.



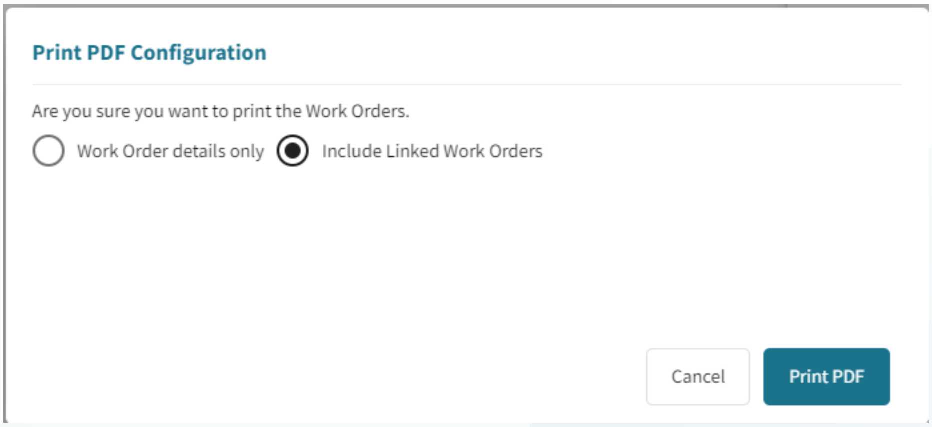


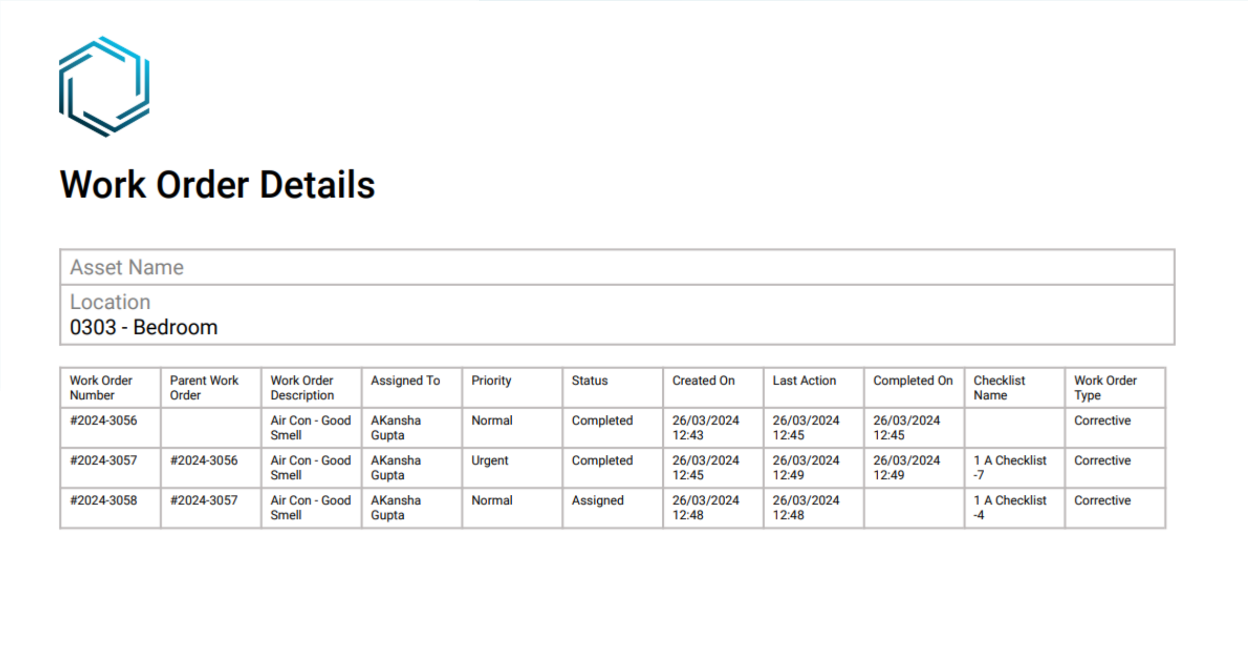
PRINT FUNCTIONALITY

If any linked work order is associated after clicking Print Work Order, the system displays two options:

- Work Order Details Only: This option prints details of the selected work order.

- Include Linked Work Orders: This option displays an overview in grid format of all the linked work orders generated as per the set rules.





Work Order Details

Asset Name
Location 0303 - Bedroom

Work Order Number	Parent Work Order	Work Order Description	Assigned To	Priority	Status	Created On	Last Action	Completed On	Checklist Name	Work Order Type
#2024-3056		Air Con - Good Smell	AKansha Gupta	Normal	Completed	26/03/2024 12:43	26/03/2024 12:45	26/03/2024 12:45		Corrective
#2024-3057	#2024-3056	Air Con - Good Smell	AKansha Gupta	Urgent	Completed	26/03/2024 12:45	26/03/2024 12:49	26/03/2024 12:49	1 A Checklist -7	Corrective
#2024-3058	#2024-3057	Air Con - Good Smell	AKansha Gupta	Normal	Assigned	26/03/2024 12:48	26/03/2024 12:48		1 A Checklist -4	Corrective

CHECKLIST DELETION

If there are any active work orders and rules associated with a checklist, they will be visible under Checklist Console in the Configuration column. Hovering over the icons displays whether there are active work orders or active work order names present.

Clicking the delete icon opens a window displaying the count of active work orders associated with the specific checklist. The system also lists the Active Work Order Name for which rules have been created. This information is for viewing purposes only, and the system will prevent checklist deletion until active work orders and active work order names are completed or canceled.

INTERFACE MANAGEMENT

INTRODUCTION

The Interface Management module allows you to set up the configuration according to the data received from PMS VIP codes, minibar items, locations, component rooms, and so on.

This document is intended for administrators, IT personnel, and staff members who will be using the Interface Management module within the Service application.

GETTING STARTED

Accessing the Module

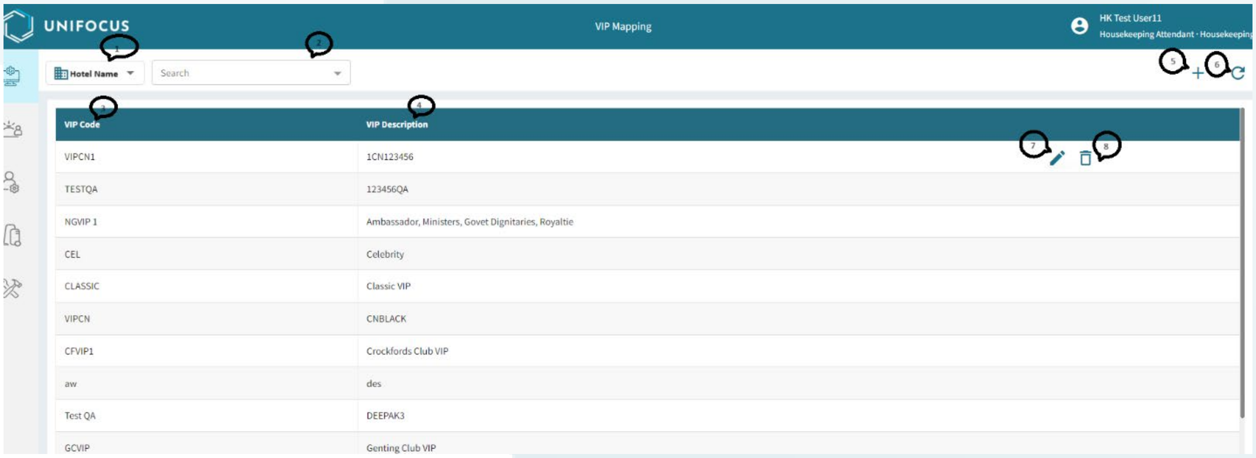
To access the Interface Management module, follow these steps:

- Go to the **System Configuration** > **Interface Management** section.

User Roles and Permissions

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

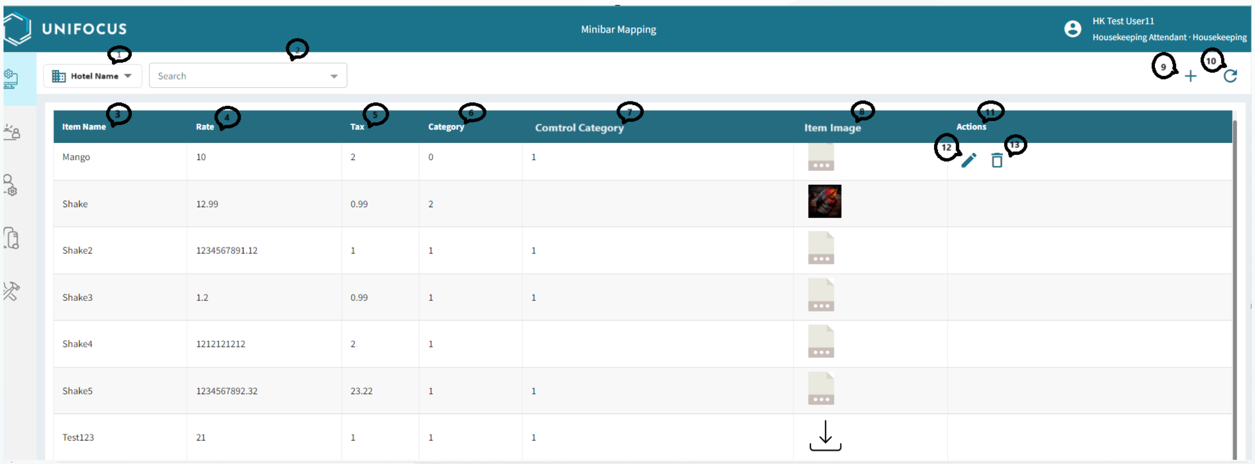
VIP MAPPING



1. Multi-Property drop-down list: Select the property from the drop-down list.
2. Search field: Use this field to search for specific VIP Code and Description.
3. VIP Code: Enter the VIP Code name with a maximum character limit of 10.
4. VIP Description: Enter the VIP Description.

5. Add tab: Click the Add tab to create new VIP.
6. Refresh icon: Click to refresh the data and display the updated information on the screen.
7. Edit action: Edit the existing VIP Code and Description.
8. Delete Action: Delete the existing VIP Code and Description.

MINIBAR MAPPING



1. Multi-Property drop-down list: Select the property from the drop-down list.
2. Search field: Use this field to search for specific Minibar Item name.
3. Item Name: Enter the Minibar Item Name with a maximum character limit of 100.
4. Rate: Enter the Rate Amount for a Minibar Item with a maximum character limit of 10 digits before decimal and after 2 digits.
5. Tax: Enter the Tax Amount for a Minibar Item with a maximum character limit of 8 digits before decimal and after 2 digits.
6. Category: Enter the Minibar Category, which is provided by the property.
7. Comtrol Category: Enter the Comtrol Category, which is provided by the property, with a maximum character limit of 50.
   Note: Comtrol is a middleware solution between Unifocus and the PMS.
8. Item Image: Upload the Minibar Item Image that is provided by the Property.
9. Add Tab: Click Add tab to create new Minibar.
10. Refresh icon: Click to refresh the data and display the updated information on the screen.
11. Actions: There are two available actions: edit and delete.
12. Edit action: Edit the existing Minibar Item and other fields.
13. Delete action: Delete the existing Minibar Item and other fields.

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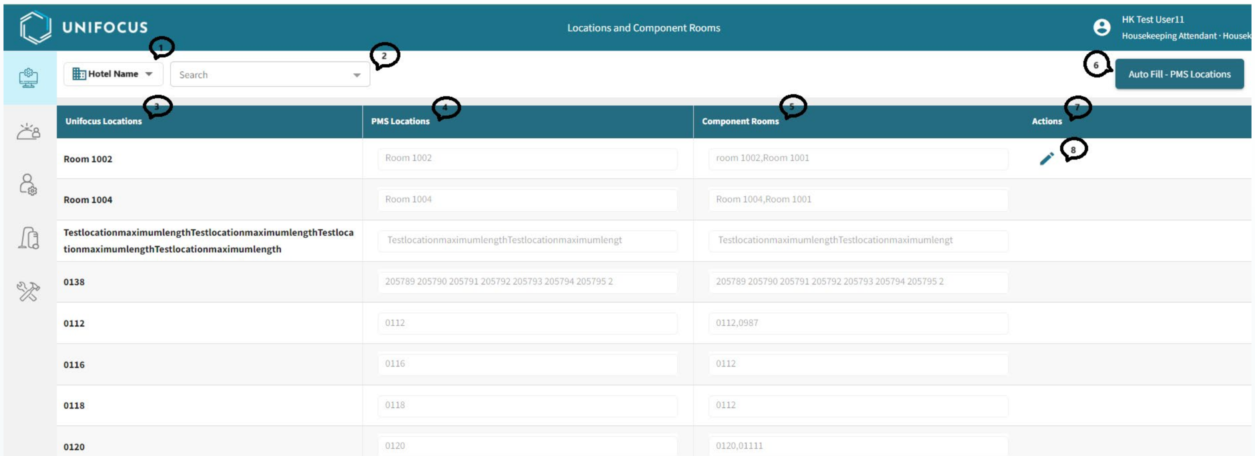
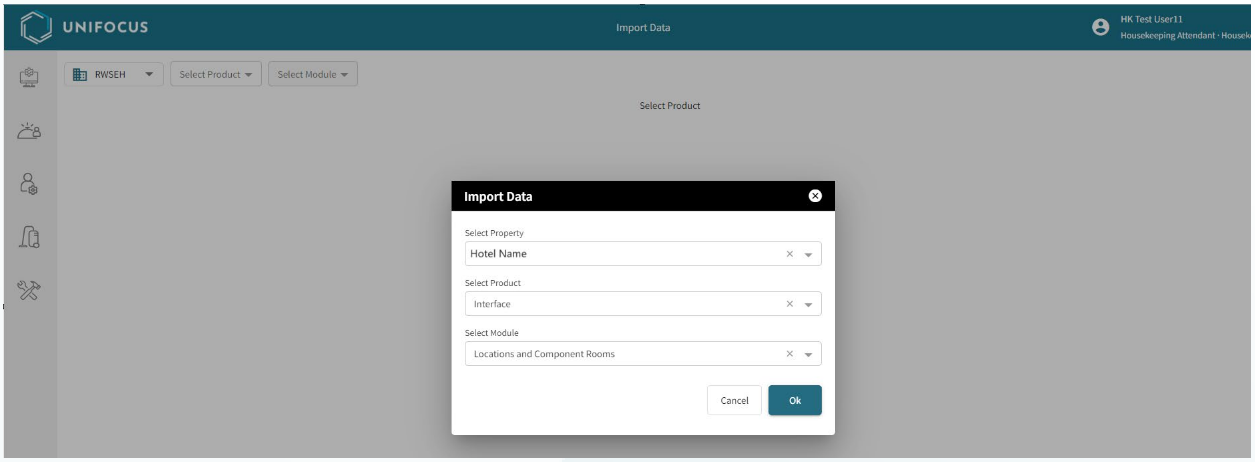
LOCATIONS AND COMPONENT ROOMS



1. Multi-Property drop-down list: Select the property from the drop-down list.
2. Search field: Use this field to search for specific Unifocus Locations, PMS Locations and Component Rooms.
3. Unifocus Locations: This is the prefilled column that is present in our system for the property.
4. PMS Locations: Enter the PMS Location, which is provided by the property, with a maximum character limit of 50.
5. Component Rooms: Enter the Component Rooms, which are provided by the property, with a maximum character limit of 50.
6. Auto-Fill PMS Locations: This allows the blank PMS Locations to be autofilled for the property.
7. Actions: There is one available action: Edit.
8. Edit action: Edit the existing PMS Location and Component Rooms for a Unifocus Location.

LOCATIONS AND COMPONENT ROOMS – IMPORT DATA



With the help of the import data feature in the system configuration, you can add locations and component rooms to the Interface product. You can upload the locations and component rooms for the Service application. You can select products with a new drop-down menu.

If you select the Import Data feature in System Configuration, the system displays a dialog that allows you to choose a property from the Property drop-down list and Interface from the Product drop-down list. Then you can select the Locations and Component Rooms from the module drop-down menu. You then go to the home page for Import data, which allows you to upload the data from the Interface product.

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).