

O&M SUPERVISORS

MY WORKGROUPS: SORT, FILTER, AND SEARCH WORK TASKS

Provides guidance for Supervisors on sorting, filtering, and searching Work Tasks within My Workgroups in FC Mobile (OTG)

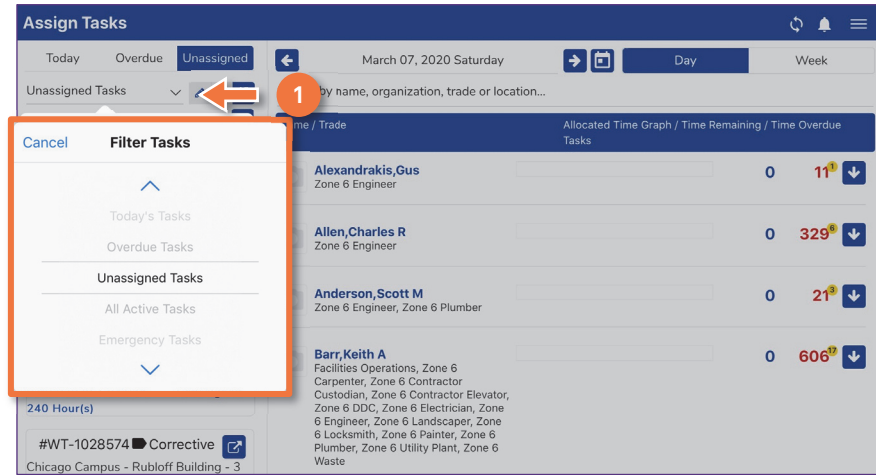
▼ GETTING STARTED

This job aid begins from the **My Workgroups > Assign Tasks** screen. For more information on navigating to **My Workgroups > Unassigned Tasks** refer to the **My Workgroups: Access & Navigation** job aid.

DIRECTIONS:

1 From Assign Tasks:

- 1 Tap the **Filter Task** dropdown list and select the appropriate filter.



▼ INFORMATION

Task Filter to choose from:

- ❖ **Today's Tasks** is the prioritized list of Work Tasks, with the most urgent at the top. Today's Tasks includes: Overdue, Emergency, Corrective, and Preventive work tasks.
- ❖ **Overdue Tasks** are the Work Tasks that have not been completed with the allotted time frame determined by the Service Level Agreements (SLA). These Work Tasks are a higher priority and will be automatically moved to the top of the Task Queue and added to Today's Tasks.
- ❖ **Unassigned Tasks** is the default filter when navigating to Assign Tasks. This filter shows all Work Tasks that within a Workgroup that have not been assigned a Resource.
- ❖ **All Active Tasks** are all Work Tasks assigned to me with an Active status, regardless of Task Type and Priority.
- ❖ **Emergency Tasks** are urgent Work Tasks that require immediate attention. These Work Tasks will immediately be sent to the top of the Task Queue.
- ❖ **Completed Tasks** are Work Tasks assigned to you that you have worked on with the Complete status.
- ❖ **Corrective Tasks** is the Task Type for routine Work Tasks.
- ❖ **Preventive Tasks** is the Task Type for reoccurring maintenance Work Tasks.
- ❖ **Hold Tasks** are Work Tasks that have been assigned to you, but have been put on Hold for either Parts or for another resource to complete their work.
- ❖ **All Tasks** is the running list of all Work Tasks, regardless of Status, Task Type, Resource, etc.

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2 From Assign Tasks:

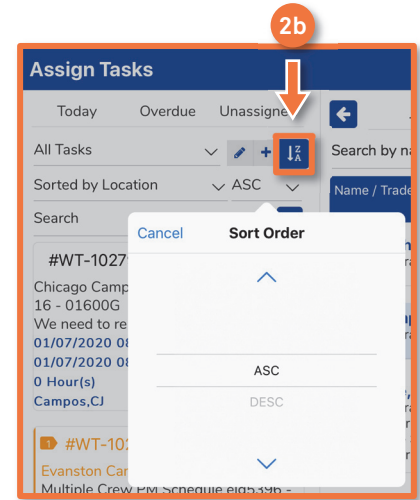
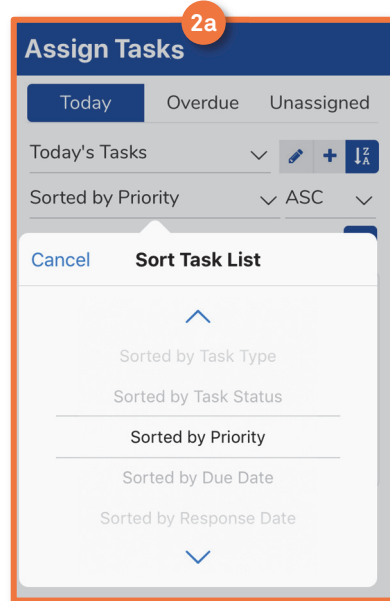
2a Tap the **Sort** dropdown list to view the **Sort Task List** then select the appropriate filter.

2b In the adjacent dropdown list select **Ascending** or **Descending**.

▼ INFORMATION

In the **Sort Task List** dropdown, you can choose to sort by:

- ❖ Sorted Default
- ❖ Sorted by Task ID
- ❖ Sorted by Task Name/Description
- ❖ Sorted by Task Type
- ❖ Sorted by Task Status
- ❖ Sorted by Priority
- ❖ Sorted by Due Date
- ❖ Sorted by Response Date
- ❖ Sorted by Completion Date
- ❖ Sorted by Location



3 From Task Queue:

3a To filter by a keyword enter text into the **Search Bar**.

3b Once located, tap on the **Work Task** for more detail.

▼ TIP & TRICKS

Search Recommendations:

- ❖ Work Task #
- ❖ Location
- ❖ Building Name
- ❖ Descriptions Text
- ❖ Task Type
- ❖ Request Class
- ❖ Status
- ❖ Priority

