

Quadpro Help Desk

Navigating the Glossary – Job Requests

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In this section of the Glossary you can set up customised options for your site to use when reporting job requests.

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Glossary

Job Type

- Carpentry
- Cyclical Works
- Maintenance
- Plumbing
- Programmed Works
- Replacement
- Special

Sub Type 4

Problem 5

Add Delete Add Delete Add Delete

Order Ref

Job Requests

Save Exit

This is the three tier hierarchical system that is used in the reporting of Job Requests. They are separated into Job Type, Sub Type and Problem. You can add specialised categories to these lists which are best suited to your site's needs.

Job Type:

Job Types can range from the following categories of Carpentry and Plumbing , to replacement and Cyclical Maintenance works which are used for Site Assets.

To add a custom Job Type , select '**Add**' bring up a new dialog box which will prompt you to enter a new Job Type. Once you have entered a new category name , click '**Save**' to publish the new Job Type Category.

New Job Type

ID 10

Description

Save Exit

Sub Type:

The Sub Type would be options that fall underneath the main Job Type. For instance, the Job Type is plumbing and therefore a list of sub types will contain the following options:

Toilet – single

Toilet – Multiple

Toilet – All

Sink – boys toilet

Sink – Girls toilet

And so on...

To add a new sub type, select '**Add**', this will enter a new row as 'Untitled' , simply click on this word to then amend to the desired name.

Problem:

This table is so users can quickly select an option from the list to describe the request they have made.

To add a new entry select 'Add' which enters a new row as 'Untitled, as before , click on this word to amend then press enter to save change.

This list would typically contain choices such as:

Broken chair leg

Blocked sink

Broken window

You can add as many as you feel necessary to this list.