

Creating a Job Request in Quadpro Desktop

The new dialogue window will appear along with the next reference number in sequence. You will then need to enter all information about that Job Request into the required fields. Head over to the next slide to go through the process

Admin User
Version Number 5.05
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1) Firstly you will need to lock in the reference number, select **from the bottom of the screen**, **Save**. Here you will choose who is submitting the Job Request and where it is located. If it is not in a specific space, leave that area blank. Should the space contain a risk then it will be highlighted and shown in the **Inspection Reference** field. To acknowledge the risk, tick the box.

2) The next step is to enter all the information regarding the issue you are reporting. Using the Job Type, Sub Type and problem drop downs, you can build up a quick profile of the issue. In the action required box enter any further information that would be helpful. Should this request be an asset maintenance record, the asset name will display in the relative field. A priority marker will also need to be chosen – this signifies how urgent the request is. The priority due date will display immediately to the left hand side.

The screenshot shows the 'Job Request' form interface. At the top, there are icons for 'Done' (power button), 'Save' (green checkmark), 'Delete' (red X), '1 Page' (printer), and '2 Page' (printer). The form title 'Job Request' is in the top right. Below the title, there are tabs for 'Job Request', 'Notes', and 'Documents'. The 'Job Request' tab is active. The form is divided into several sections: 'Job Request' (Call Ref, Date, Originator, Site, Building, Space, Location, Web Email Enabled, History, Inspection Reference, Fault Location, Job Type, Sub Type, Problem, Action Required), 'Action' (Referred To, eMail, History, Allow Unaccompanied Access, RAMS), 'Scheduled' (Start Date, End Date), 'Solution' (Date, Hrs Spent, Satisfaction, Action Completed), 'Related Data' (Related Calls, Diary, Associated Works Orders), and 'Priority' (Priority, Priority Date, Overdue Days). Numbered callouts point to specific fields: 1 points to the 'Save' button at the bottom left; 2 points to the 'Problem' dropdown; 3 points to the 'RAMS' button; 4 points to the 'Scheduled' section; 5 points to the 'Solution' section; 6 points to the 'Related Data' section; and 7 points to the 'Documents' tab.

7) Add any documents related to this Job Request by clicking on the Documents Tab . Here you can easily store and access files.

Selected	Name
<input type="checkbox"/>	Abestos
<input type="checkbox"/>	Cistern Cleaning
<input type="checkbox"/>	General Plumbing
<input type="checkbox"/>	Health and Safety Test
<input type="checkbox"/>	High Drops
<input type="checkbox"/>	Lifting Floor Tiles
<input type="checkbox"/>	Removing Redundant Cables
<input type="checkbox"/>	Use of Mobile Towers
<input type="checkbox"/>	Use of Portable and Hand-Held Grinding Machines
<input type="checkbox"/>	Use of Power Drills
<input type="checkbox"/>	Use of Stepladders
<input type="checkbox"/>	Work Roof Space

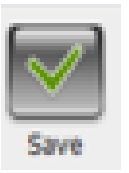
3) Under the action heading, you will need to choose an operative who is best suited for this Job Request. If they have been permitted access, the field box will display as ticked. If there are associated Risks involved which operatives need to be aware of, select the **RAMS** Tab and choose where applicable. You can add a pre defined list of Risks in the **Glossary** area.

4) The scheduled feature is only available to those who have purchased the premium feature – this links in with the portal. If you do not have the premium portal feature, these will not appear in your system.

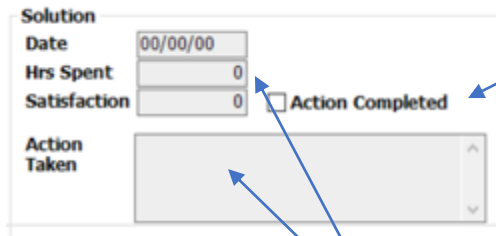
5) The solutions area contains the date of completion, how many hours it took and the feedback rating from the **Requestor**. Operatives can also outline what actions they took to complete the Job Request. Directly below this area is the overdue display. If a Job Request is not completed by its priority due date, then it will be deemed overdue and the number of days is displayed there.

6) These areas allow you to link and other related Job Requests, Diary notes and Work Orders associated with this specific Job Request. Use the **green plus icons** to add to a list, or the **red bin icon** to remove any you don't require.

Once you are satisfied with the information entered, hit **Save** to confirm your Job Request.



Reviewing Job Request



Solution

Date	00/00/00
Hrs Spent	0
Satisfaction	0
<input type="checkbox"/> Action Completed	
Action Taken	<div></div>

Tick the action complete box to mark the Job Request as finished. This will populate the date of completion field.

Enter the number of hours it took to complete the Job, along with all action taken.

The **satisfaction** field will automatically update once the Job has been complete and the requester has filled in the feedback review.