

Quadpro Job Request Dashboard Guide



Introduction

The Quadpro Job Request Dashboard works in conjunction with the Quadpro Estates management system.

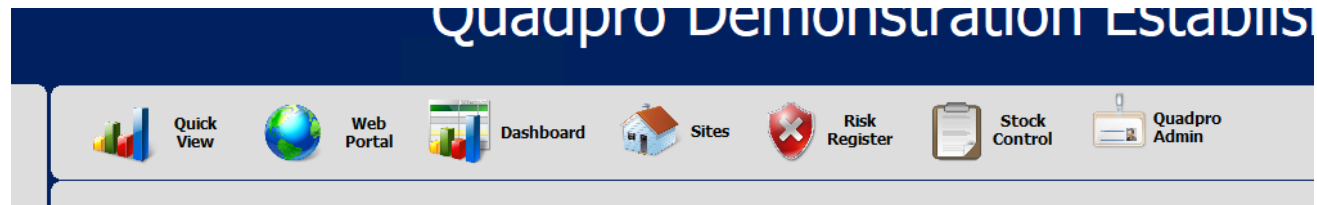
The Dashboard gives users up to date performance information regarding Job Requests issued within chosen time frames. The dashboard runs in Microsoft Excel v2013 and above, and requires the installation of an ODBC driver on each client PC to link it to the Quadpro system.

The Dashboard is linked to the live data which needs to be refreshed at intervals to give the most up to date information. This is achieved via the **Data> Refresh all** button in the Excel tool bar or by pressing **Ctrl:Alt:F5** key combination whilst the dashboard is open.

Introduction

On your desktop, you will have Quadpro Cloud. Click on this Icon to bring up the access window which displays five accessible areas. Open the Dashboards shortcut and any Dashboards you have purchased will display within that folder.

If your system is not hosted by a Quadpro server, you can access Dashboards via the icon on the Quadpro home screen



Introduction – The 3 sheets of the dashboard

The dashboard has a number of constituent parts:

1

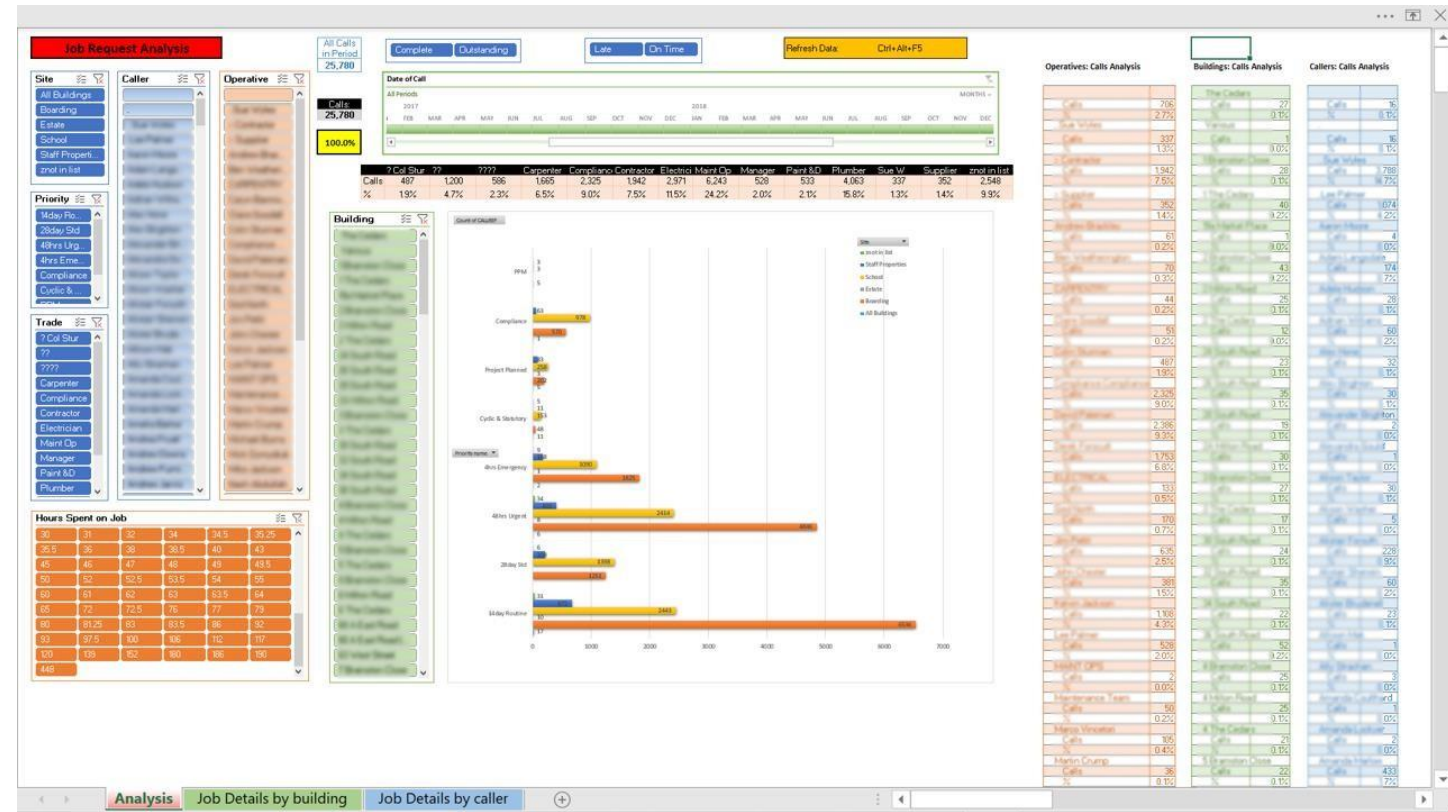
There are 3 sheets to the dashboard.

First, the analysis screen which is shown here.

Second, the Operatives-trades sheet where the current list of operatives and their trades are maintained.

Third, the Job Details sheets which lists the Job requests that have been selected using the analysis screen.

These sheets are covered later in the guide.



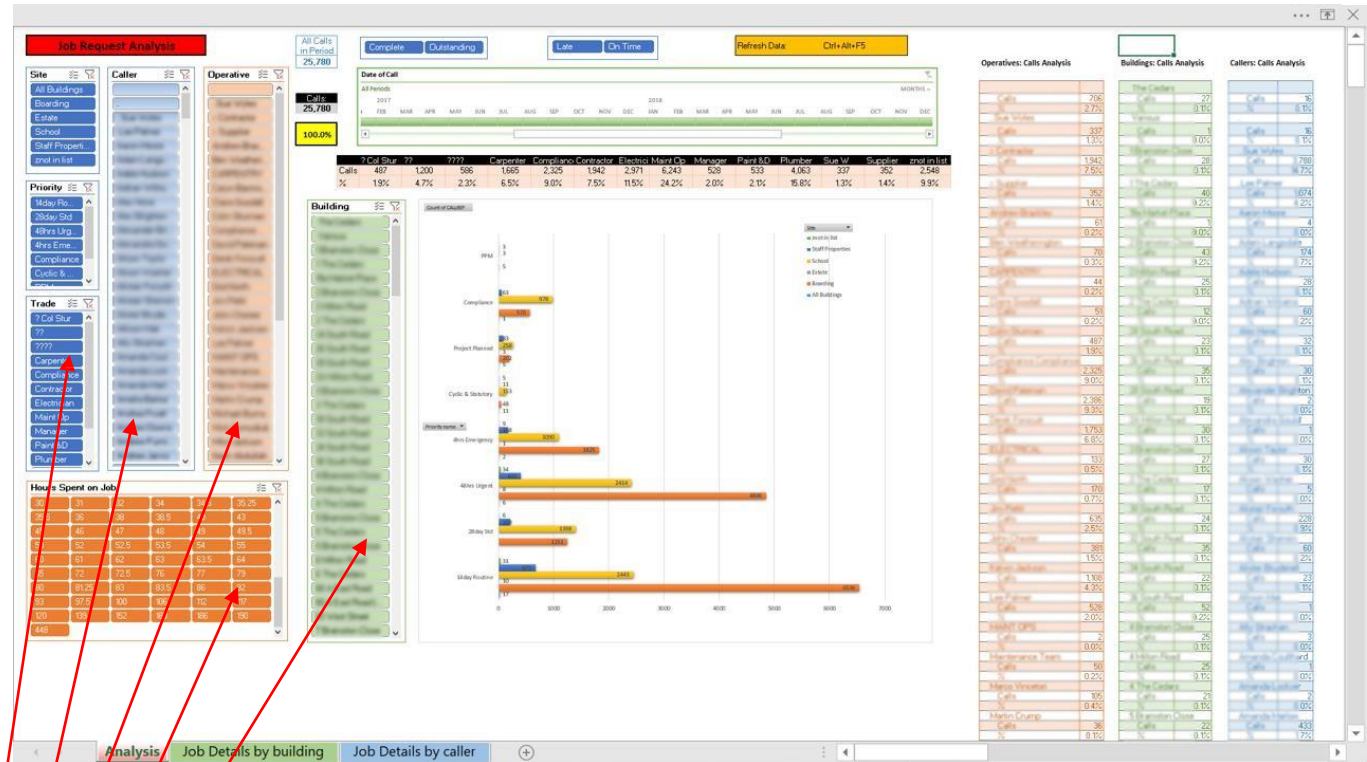
1

Parts of the dashboard – the slicers

The dashboard has a number of constituent parts:

2 There are a set of slicers on the analysis screen. They allow the filtering of a set of Job requests. There are filters for Site, Building, Trade, Priority, Operative and caller.

By clicking on the various buttons, selections can be made to display a specific set of results.



2

Features of the Filters

By clicking on the various buttons, selections can be made to display different categories of job requests, such as urgent, plumbing or outstanding.

At the top of each slicer there are two buttons:

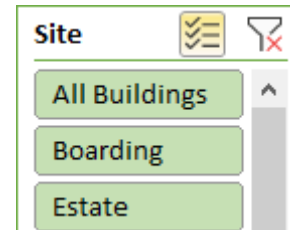
This button clears the filters that have been set in this slicer and resets to the default view.



When pressed this button allows the selection of multiple items in the list below i.e Urgent & High Priority.



Features of the Filter



Parts of the dashboard – either/or switches

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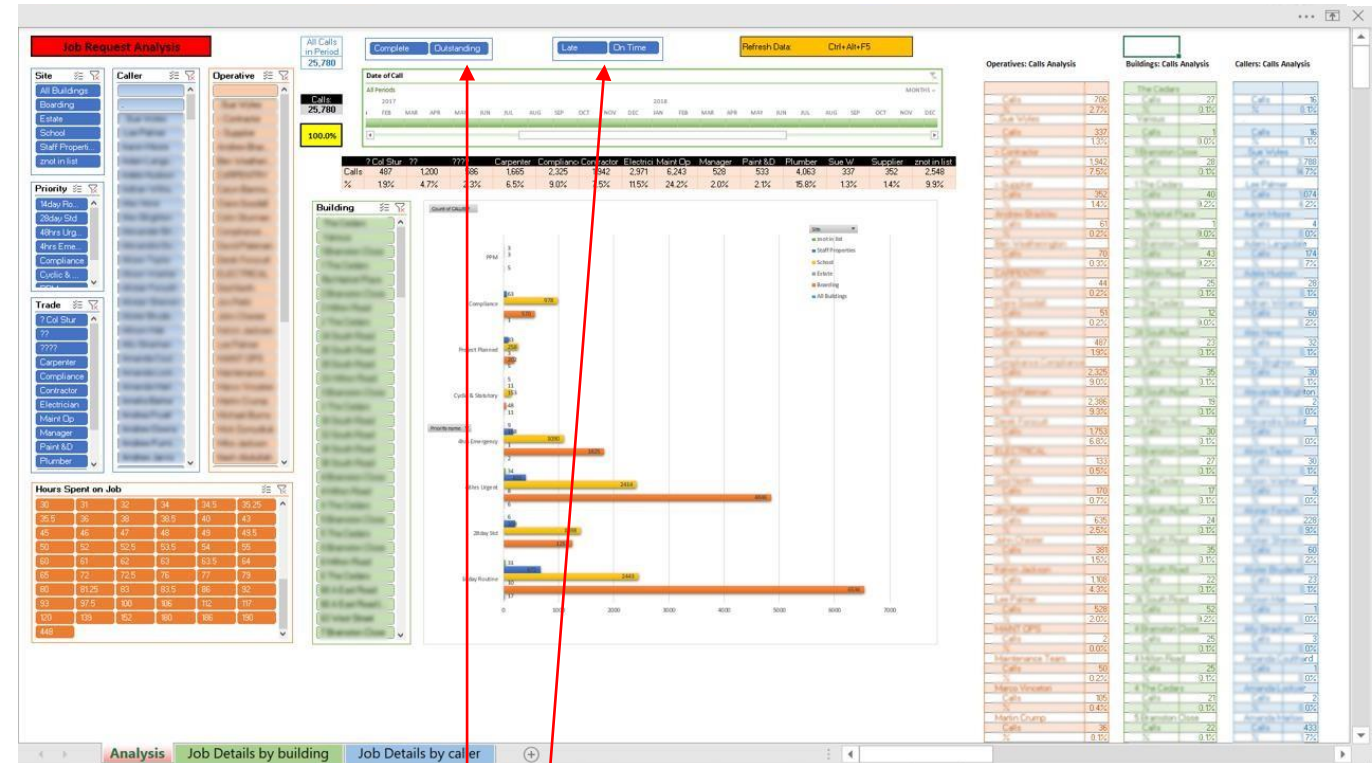
At the top of the screen there are two filters for:

Complete/Outstanding

and for

Late/On Time

These allow the selection of Job requests on the basis of the label. Incomplete are those in the system not yet ticked complete and Late are those Jobs that were ticked as completed after the set due date. To reset the filter, **select the buttons whilst pressing Ctrl.**



Parts of the dashboard – Date of call filter

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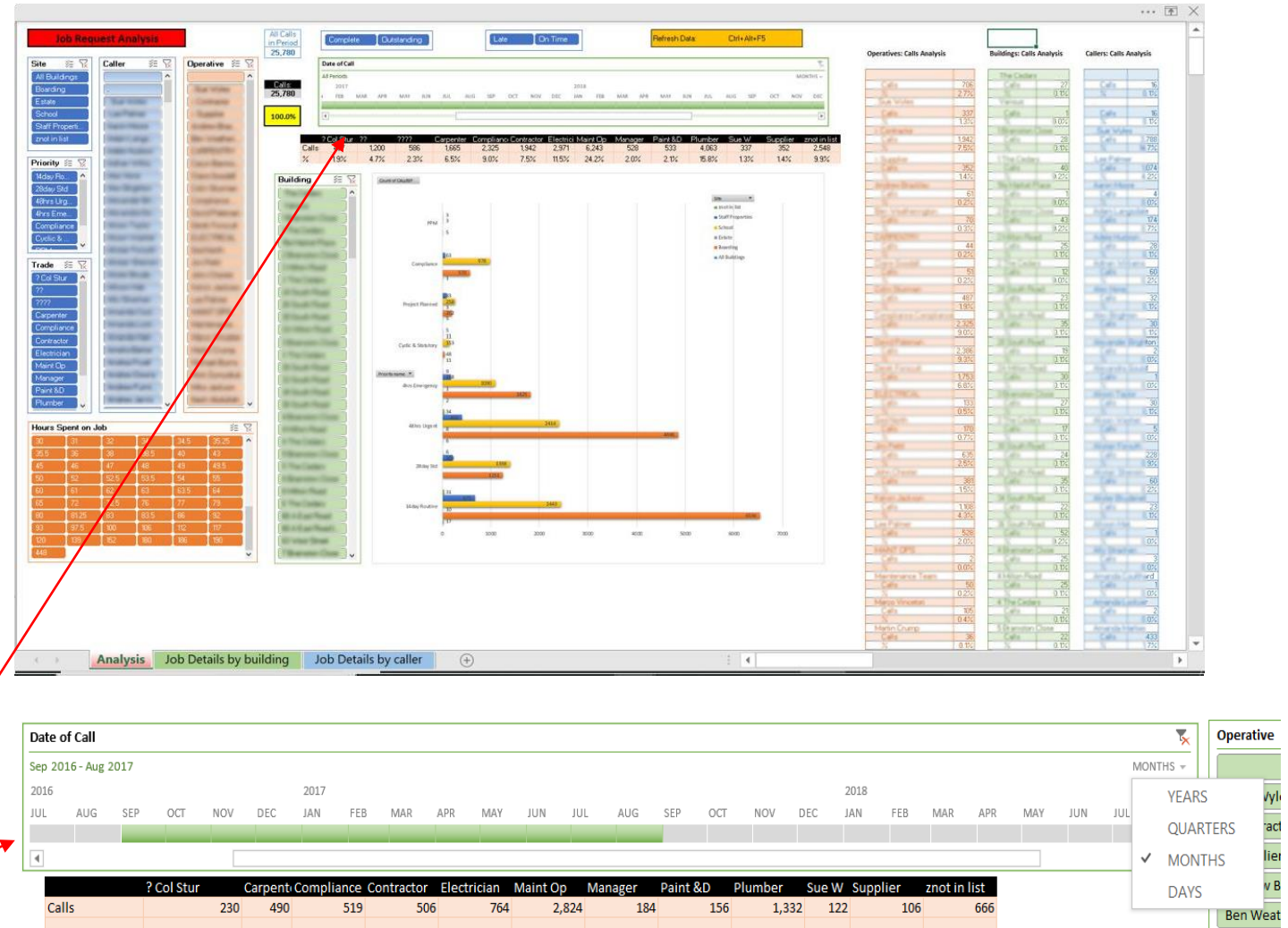
Is a filter that allows the selection of a time period to analyse. This can be any period of Days, Months, Quarters or Years.

This can be selected from the drop down menu at the right end of the timeline. A period of days, weeks, months and years can then be selected by moving the time bar to the desired period. The analysis will show only Jobs requested within that period selected.

The **Calls** counter will also show the number of calls matching the chosen filters.

Calls:
7,899

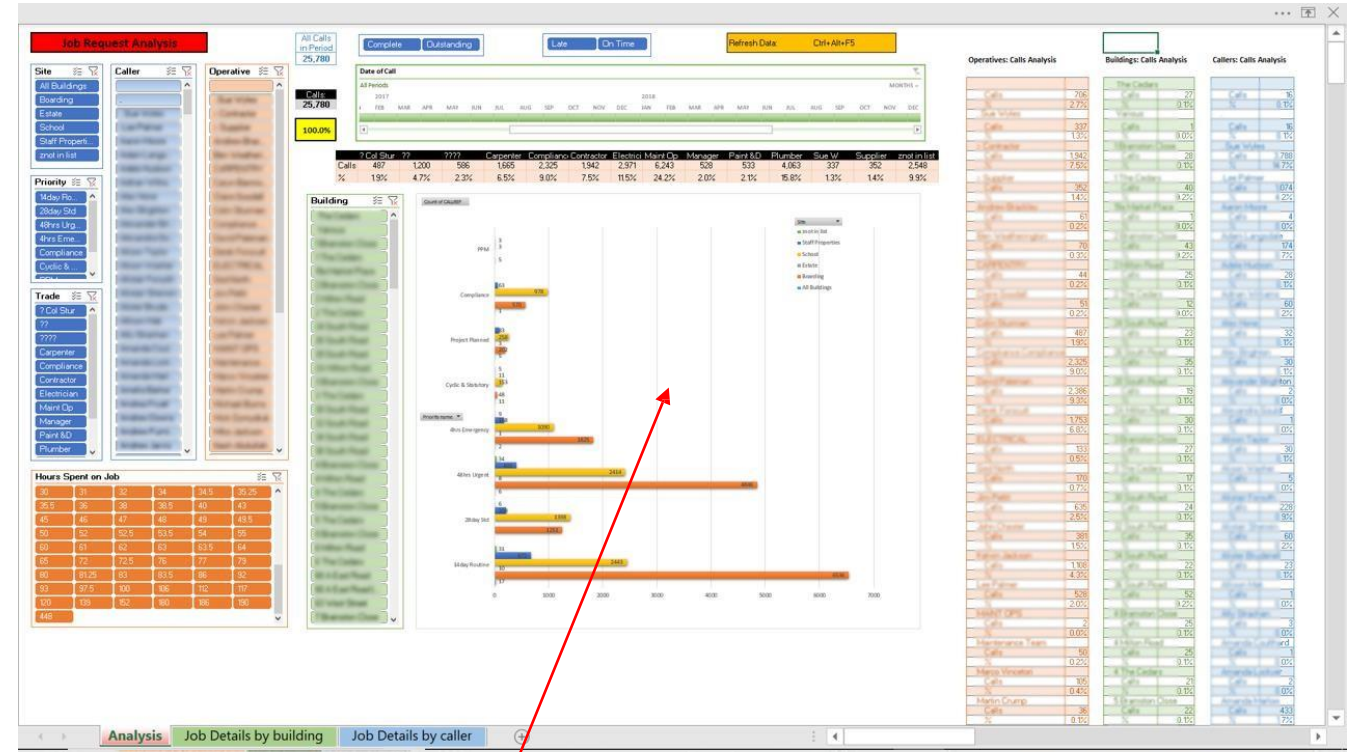
4



Parts of the dashboard – the Chart

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The chart in the centre of the analysis reflects the selections made and shows the number of jobs by site and their selected priority.



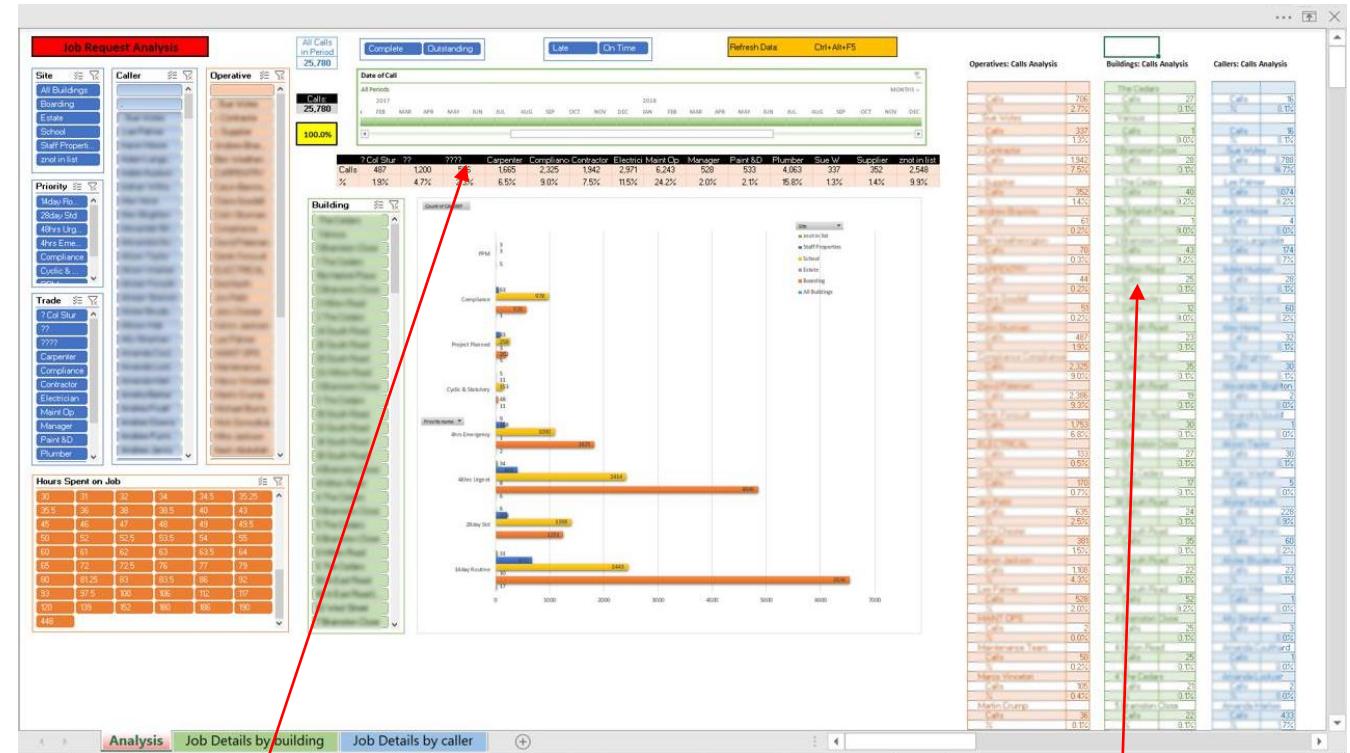
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Parts of the dashboard – output Nos. and %

The salmon coloured information are outputs of the analysis and reflect the choices made using the filters

6 This table shows the number of calls by Trade and the % of the total selected Job Requests.

8 These tables shows the number of calls by Operative, Building, the % of the total selected and Caller records.



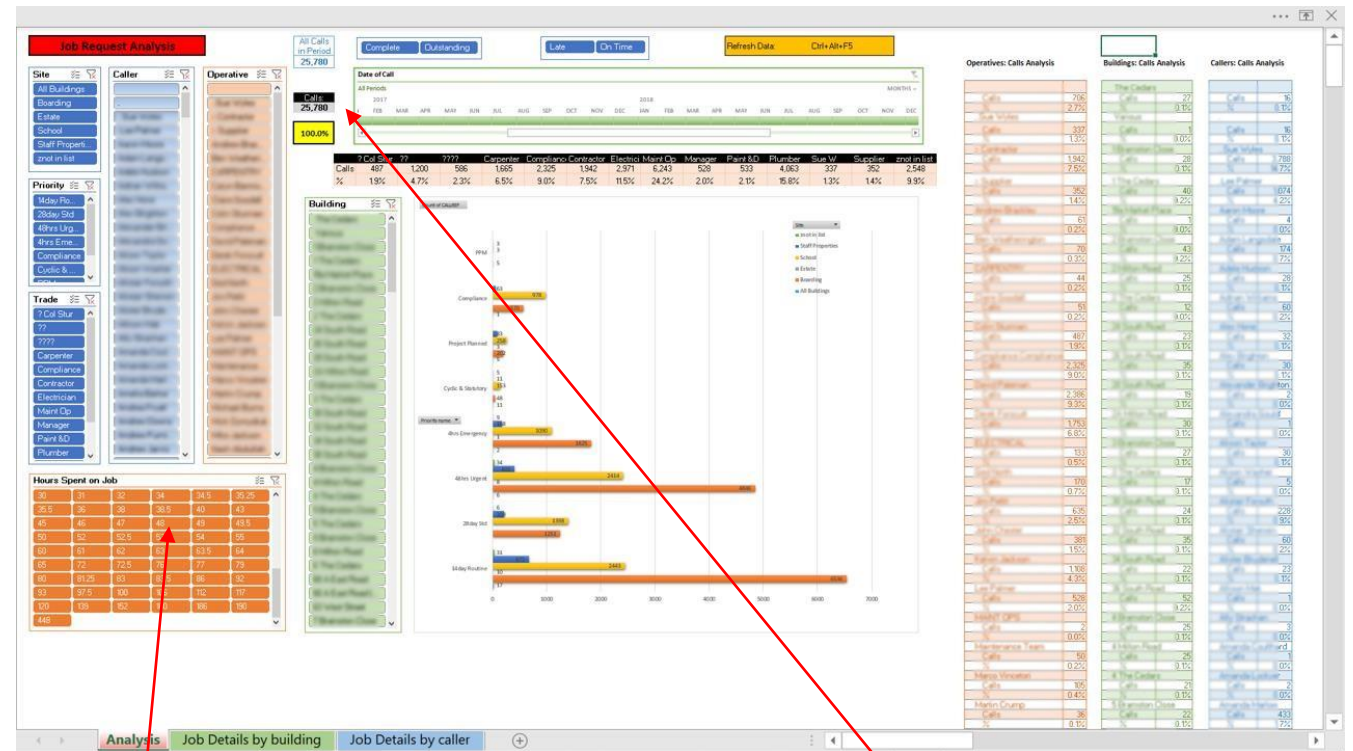
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8

Parts of the dashboard

9 This orange grid displays the amount of hours spent on a job and allows you to click and refine job requests by the hours taken to complete them.

10 These indicators allow you to see the total number of calls in a selection and what percentage of total calls they consist of.



9

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Quadpro

The operatives/Trades sheet

The dashboard relies on the Operatives-Trades sheet for information as to operatives names and their trade groups.

This list needs to be kept up to date and must contain the **exact** names of the operatives used in the system to allocate Jobs to them.

If the dashboard finds Jobs that are allocated to names not on the list it will group these under a group called:

zNotinList

Names must be added to the list by pressing **Tab** in the bottom right cell of the table which will add a new row ready to be completed

Trades and Operatives	
Name	Trade
Andy Adams	Paint &D
Adam Bradley	Maint Op
Charles Golding	? Col Stur
Colin Smith	Compliance
Colin Watson	? Compliance
Conor John	Maint Op
Darren Mills	Plumber
Elena Thomas	Carpenter
Francesa Holmes	PAT
Gary Merson	Paint &D
Harry Paul	Plumber
Henry Paul	Plumber
Martin Roberts	Carpenter
Michael Parker	Parks Ltd
Nick Dean	Maint Op
Tim Burns	Electrician
Will Smith	Plumber
Operatives-Trades	

The Job Details sheet

The Jobs detail sheet shows a list of all the Jobs that match the criteria selected on the analysis screen. This list can be printed for reference.

Job Request Details		These are the details of requests matching the Analysis criteria						
Job Requests Details	Job Description	Trade	Operative	Priority name	Days Overdue	Days late	Calls	
All Buildings							12	
Boarding								
All Boarding Buildings								
37789	Supplies for CG	znot in list		14day Routine	258	-	1	
Berrystead House								
30010	Refit 2 toilet seats F20 md 24.8.16 1hr	Maint Op	Mike Perryman	48hrs Urgent	0	-	1	
30033	Stat test sept 16	Compliance	Compliance Compliance	28day Std	0	7	1	
30423	Wasps roof of Dorm 12 Girls side. See Gemma Plumber (Matron)	Contractor	Contractor	48hrs Urgent	0	36	1	
30446	Wasp nest- active/ roof to dorm overlooking surgery stairs	Manager	Mike Perryman	48hrs Urgent	0	-	1	
30521	Shower head dripping	Plumber	Mike Perryman	48hrs Urgent	0	-	1	
30522	Dripping shower	Plumber	Mike Perryman	48hrs Urgent	0	-	1	
30523	leaking toilet	znot in list	Mike Perryman	48hrs Urgent	0	-	1	
30524	Leaking door closure	Maint Op	Mike Perryman	14day Routine	0	8	1	
30529	Broken Window	Maint Op	Mike Perryman	48hrs Urgent	0	5	1	
30530	Cracked window pane	Maint Op	Mike Perryman	48hrs Urgent	0	5	1	
30536	Lifting of shower drains	Maint Op	Mike Perryman	48hrs Urgent	0	-	1	
30584	arm for door is closing too quick - pupils may trap fingers in it.	Maint Op	Mike Perryman	48hrs Urgent	0	-	1	
30585	Oil all boarding house doors	Maint Op	Mike Perryman	14day Routine	0	4	1	
30586	Flys in light	Maint Op	Mike Perryman	14day Routine	0	-	1	
30587	clean light fitting	Maint Op	Mike Perryman	14day Routine	0	-	1	
30621	Broken Toilet roll holder	Maint Op	Mike Perryman	14day Routine	0	-	1	
30623	Broken Toilet roll holder	Maint Op	Mike Perryman	14day Routine	0	-	1	
30805	Missing radiator	Sue W	Sue W	48hrs Urgent	0	-	1	
30841	Intruder alarm set off 2 times yesterday	? Col Stur	Col Stur	4hrs Emergency	0	-	1	
30923	main stair lights all bulbs out	? Col Stur	Col Stur	48hrs Urgent	0	2	1	
30924	some of padding has come off staircase wall	? Col Stur	Col Stur	48hrs Urgent	0	3	1	
30926	Window child saftey stays to be fitted - TT Hut	? Col Stur	Col Stur	14day Routine	0	2	1	
30927	Paint peeling down to plaster in shower cubical	Paint & D	Richard Reed	28day Std	0	73	1	
30928	light flshing - not working	Maint Op	Stephen Tubb	48hrs Urgent	0	-	1	
30929	Dorm 12	? Col Stur	Col Stur	28day Std	0	-	1	