

O&M TECHNICIANS & SUPERVISORS

WORK TASKS: USING FILTERING AND SORTING

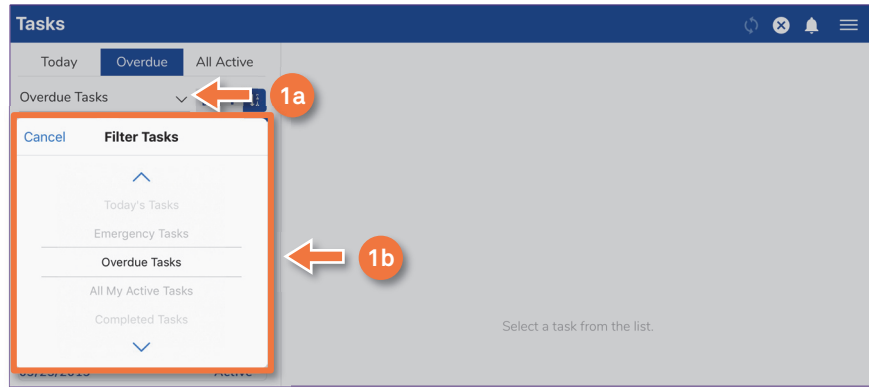
Provides guidance for filtering and sorting work tasks in FC Mobile (OTG)

▼ GETTING STARTED

This guide begins from the **Tasks** screen. For more information on accessing **Tasks** refer to the **View and Search My Tasks** job aid.

DIRECTIONS:

- 1 From the **Tasks** screen:
 - 1a Tap the **Filter** dropdown arrow to view a list of available filters
 - 1b Scroll through the list of available filters, and to select, tap on the desired filter option



▼ INFORMATION

Task Filter to choose from:

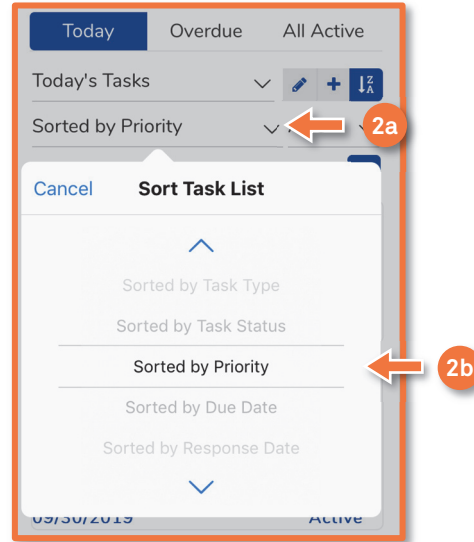
- ❖ **Today's Tasks** is the prioritized list of Work Tasks with the most urgent at the top. This filter is based on Work Task due date, and can include Corrective, Overdue, Emergency, and Preventive work tasks.
- ❖ **Emergency Tasks** is a list of urgent Work Tasks which require immediate attention. These Work Tasks receive the highest priority and will appear in red.
- ❖ **Overdue Tasks** is a list of Work Tasks that have not been completed within the allotted time. These Work Tasks are given a higher priority than other Corrective or Preventive Work Tasks and are automatically moved up the Task Queue.
- ❖ **All My Active Tasks** is a full list of Work Tasks assigned to you with an Active status, regardless of Task Type or Priority.
- ❖ **Completed Tasks** is a list of Work Tasks assigned to you with the Completed status.
- ❖ **Corrective Tasks** is a full list of all Corrective Work Tasks assigned to you with an Active status, regardless of Priority.
- ❖ **Preventive Tasks** is a full list of all Preventive Work Tasks assigned to you with an Active status, regardless of Priority.
- ❖ **Hold Tasks** is a list of Work Tasks that have been assigned to you but have been put 'On Hold' due to needing parts, additional information regarding the work, additional resource(s) required for the work, or at the customer's request.
- ❖ **My Workgroup's Tasks** is a list of Work Tasks assigned to your Workgroup.
- ❖ **All Tasks** is a full list of Work Tasks assigned to you or your Workgroup regardless of Status, Task Type, or Priority.

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2 From the **Task Queue**, you may also sort **Work Tasks** by a variety of available criteria.

- 2a** Tap the **Sort** dropdown arrow to view a list of available sorting criteria
- 2b** Scroll through the list of available sorting criteria, and to select, tap on the desired sorting option



INFORMATION

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

- ❖ Task Type
- ❖ Task Status
- ❖ Priority
- ❖ Due Date
- ❖ Response Date
- ❖ Completion Date
- ❖ Location

2c To update **Sort Order**, tap the adjacent dropdown list and select **ASC (Ascending)** or **DESC (Descending)** based on your preference

