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)

DIRECTIONS:

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