O&M SUPERVISORS

MANAGE WORKGROUPS: VIEW RESOURCE ASSIGNMENTS

Provides guidance for Supervisors to locate and view Resource Assignments in FC Mobile (OTG)

▼ GETTING STARTED

This job aid begins from the My Workgroups > Assign Tasks screen. For more information on navigating to My Workgroups > Unassigned Tasks refer to My Workgroups: Access & Navigation job aid.

DIRECTIONS:

1 From Assign Tasks:

1a View Resource Pool.

1b Scroll or Search locate additional Resources.

1c Tap the Down Arrow to view Resource details.

▼ INFORMATION

The primary view of the Resource Pool will provide basic Resource information, including: Resource Name, Workgroup, Allocated Time Graph, Time Remaining, and Time Overdue Tasks.

1d View the Resource’s assigned Work Tasks.

▼ INFORMATION

The information provided will allow you to make informed decisions on Resource allocation.

If needed, you will be able to remove the Resource from the Work Task with the Trash button or re-assign with the Inward Arrows button.

Note: if a resource is removed from a Work Task and no other Resources are assigned, the Work Task will be returned to the Unassigned Task Queue.