Work Order Items

Work Order Flow

1. User reports an issue which creates a work order
2. Both property management and lead contractor receive it
3. Both must sign it off for work to start
4. Work Order is assigned to be inspected first
5. Quotation is created by the inspector based on damages/items to be replaced
6. Once approved again, work is done by contractors
7. Once completed, invoice is created
8. Invoice is sent to the management for contractor to claim

Work Order Escalation

1. Response Time SLAs
    a. Critical Priority - Immediate Response Within 1 Hour
    b. High Priority - Response Within 4 Hours
    c. Medium Priority - Response Within 12 Hours
    d. Low Priority - Response Within 24 Hours
2. Resolution Time SLAs
    a. Critical Priority - Resolution Within 4 Hours
    b. High Priority - Resolution Within 24 Hours
    c. Medium Priority - Resolution Within 3 Days
    d. Low Priority - Resolution Within 7 Days
3. Service Availability
    a. Emergency Work Orders - 24/7 Support
    b. Standard Work Orders - Support Available During Business Days
4. Escalation Procedures
    a. First Level Escalation - Supervisor Notified After 50% Of Time Has Passed
    b. Second Level Escalation - Management Alerted If SLA Is Breached
    c. Final Level Escalation - Customer Is Notified And Alternative Solutions Provided

Work Order Automation

1. Work Orders Should Be Automated Automatically
2. Notifications Should be Sent For Each Step
3. SLAs Should Be Assignable To A Supervisor, Management, and Contractors

Work Order Checklist

1. Management can create checklist
2. Checklist is for contractors to ensure standard of work is maintained
3. Checklist should contain tickable "tasks" and notes section

Work Order Functions and Documents

1. Quotation
2. Invoice
3. E-Signatures to sign off documents
4. Checklist for hand off of unit and tenant leaving