

Motive Update from Fluke

Purpose:

This script performs automated resolution of defect reports in Motive based on completed or rejected Work Orders and Work Order Requests retrieved from Fluke (eMaint platform). It is a follow-up integration that updates Motive's inspection reports with closure details from Fluke.

Functions:

1. filterMinorsFromMotive(inspectionReports)

- **Purpose:** Filter inspection reports to only include those with details matching "Motive Base Truck".
- **Returns:** List of filtered inspection reports.

2. findCompletedWorkOrdersAndRequests()

- **Purpose:** Retrieve completed Work Orders (major issues), Work Orders (minor issues), and Work Order Requests from Fluke. This function gets closed Work Orders based on "status" field equaling "H" which stands for completed. Work Order Requests are found based on "status" field equaling X which stands for rejected.
- **Returns:** Dictionary with keys:
 - MajorWO: Completed major Work Orders
 - MinorWO: Completed minor Work Orders
 - WOR: Closed Work Order Requests

3. getByExternalId(externalId, inspectionReportDate)

- **Purpose:** Get the Motive inspection report associated with a given external Fluke work order ID. The external ID is the ID of the inspection report in fluke.
- **Returns:** JSON object containing inspection report details, or False if not found.

4. lookForClosedWO(currentWO)

- **Purpose:** Parse through completed or rejected WOs and WORs to only extract data that was uploaded from Motive. For Major Work Orders the work order type must be motive base truck corrective. For Minor Work Orders and Work Order Requests the description must start with “Motive Base Truck.”
- **Returns:** List of resolved defect data for further submission to Motive.

5. resolveInspectionReport(data)

- **Purpose:** Submit a resolution for an inspection report in Motive using information gathered from Fluke.
- **Payload Includes:**
 - IDs of resolved defects
 - Mechanic name and notes
 - Close date
 - Resolver ID (Tester account ID)

Process Overview:

1. **Pull All Closed or Completed Work Orders/Requests from Fluke**
 - Major and minor issues are handled via different endpoints.
2. **Map Fluke Work Orders to Motive Reports**
 - Each WO is checked using external_id matching.
 - Matched reports are constructed with mechanic details and date of closure.
3. **Resolve in Motive**
 - For every matched inspection report:
 - Submit an update call to Motive API using the PUT method.
 - Each report is marked with resolved status, signature timestamp, and mechanic name.

Analysis:

- The most common error is not finding the fluke ID in Motive. The error looks like:
“Error: NO data found for: {Work Order ID}”
 - This is most likely an error with Automatic Work Order Upload as it did not successfully upload the work order ID.