

HUMAN RESOURCES

AVAILABILITY CODES

You must set up availability codes, e.g. **Unavailable**, **Available** in order to set up a **Technician List**.

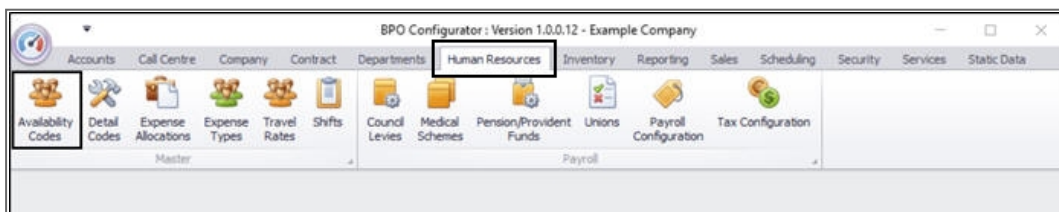
You can schedule call workload, by assigning a technician and then using the **Start** and **End** work function on the call screen. This requires the technician to notify the call centre when work has **begun** and **ended**. Time taken to complete the work will be automatically calculated.

Alternatively, if you use **Tech Connect**, when the technician starts his day on his mobile device, his status will move from **Unavailable** to **Available**. The following default set up is a must (additional codes can be added to these if you wish to use this functionality manually)

- **AVA: Available** - Start Day
- **UNA: Unavailable** - Is Unavailable, Is Default or End Day

Using these function will give you the ability to pull the **Activity** report on the call screen, in order to see which technicians are available to assign to a new call; and to see who is currently working on assigned calls. Also, for clients who use **Tech Connect**, the technician's **GPS** location is stored. You can view their last known location from the **Activity** screen.

Ribbon Access: *Configurator > Human Resources > Availability Codes*



The **Availability Codes** listing screen will be displayed.

- Here you can view the availability codes currently on the system.

ADD AN AVAILABILITY CODE

- Click in the first **editable** field in the **final row** to **'activate'** it.

Availability Codes - BPO Configurator : Version 1.0.0.12 - Example Company

Home Accounts Call Centre Company Contract Departments Human Resources Inventory Reporting Sales Scheduling Security Services Static Data

Delete Save Layout Workspaces Save Filter Refresh

AvailabilityCode	Description	Default	IsUnavailable	StartDay	EndDay	Status
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
AV	Available	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A
UN	Unavailable	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

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AVAILABILITY CODE DETAILS

- Now you can type in the details of the new availability code.
 - **Availability Code:** Type in the availability code.
 - **Description:** Type in the availability description.
 - **Default:** Click in this check box if you wish this to be the **default** code.
 - **Note:** Only one code should be set as default, and this is normally the **Unavailable** availability code.
 - **Is Unavailable:** Click in this check box if you wish this to be an **Is Unavailable** code.
 - **Start Day:** Click in this check box if you wish this to be a **Start Day** code.
 - **End Day:** Click in this check box if you wish this to be an **End Day** code.
 - **Status:** This will auto populate with **A** - Active.

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- In this image, a new **Unavailability** code has been created:
 - **OL** - On Leave

SAVE AVAILABILITY CODE

- Press **Tab or Enter** on your keyboard.
- An **Update** message box will pop up asking;
 - ***Are you sure you want to save changes to this Availability Code?***
- Click on **Yes**.

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AV	Available	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A
UN	Unavailable	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
OL	Unavailable	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

Update

Are you sure you want to save changes to this Availability Code?

Yes No Cancel

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- The new availability code will be ***saved*** and a ***new row*** will be created in the ***Availability Codes*** data grid.

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UN	Unavailable	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
OL	Unavailable	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

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