

HUMAN RESOURCES

AVAILABILITY CODES

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

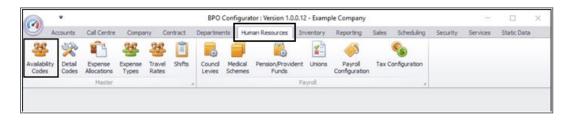
You can schedule call workload, by assigning a technician and then using the **Start** and **End** work function on the call screen. This requires the technician to notify the call centre when work has **begun** and **ended**. Time taken to complete the work will be automatically calculated.

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 <u>must</u> (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.



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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 <u>one</u> 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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• The new availability code will be *saved* and a *new row* will be created in the *Availability Codes* data grid.



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