

HUMAN RESOURCES

MODULE SET UP

The **Human Resources** module covers:

- Employees
- Crafts

BASIC STATIC DATA

- [Training Courses](#) - this can also be set up depending on the courses offered and/or recorded.
- [Craft Type](#) - craft / skill types need to be set up.
- [Shifts](#) - setting up shifts will be essential for workload scheduling, availability reporting and SLA Monitoring.
- [Department](#) - needs to be set up for Sales Invoicing, and can be set up for Contracts.
- [Employee Custom Details](#) - this can be set up to list any additional details that are not listed within the system, e.g. Foreign ID, or Contract Start Date, etc.

TECHNICIAN STATIC DATA

- [Technician Availability](#) - to be set up if using:
 - must have for selecting Technician in the call screen
 - technician workload scheduling, start & stop work and activity report on the call screen.
 - employee leave / holiday exceptions.
 - when using Tech Connect.

Expense Static Data Setup & Allocation

- [Expense Code](#) - needs to be set up in order to set up Expense Types.
- [Expense Allocation](#) - needs to be set up in order to set up Expense Types.
- [Expense Type](#) - needs to be set up in order to link expenses to Work Orders / Calls.

BANKING STATIC DATA

- [Bank Name](#) - to be set up if using employee and customer banking details.
- [Bank Account Type](#) - to be set up if using employee and customer banking details.

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