

We are currently updating our site; thank you for your patience.

HUMAN RESOURCES

AVAILABILITY CODES

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

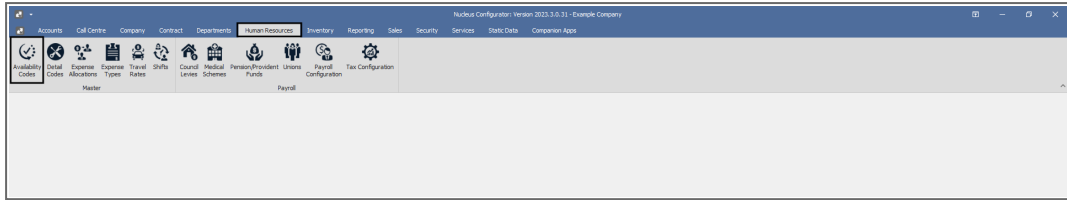
You can schedule call workload, by assigning a technician and then using the **Start** and **End** work function on the call screen. This requires the technician to notify the call centre when work has **begun** and **ended**. Time taken to complete the work will be automatically calculated.

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

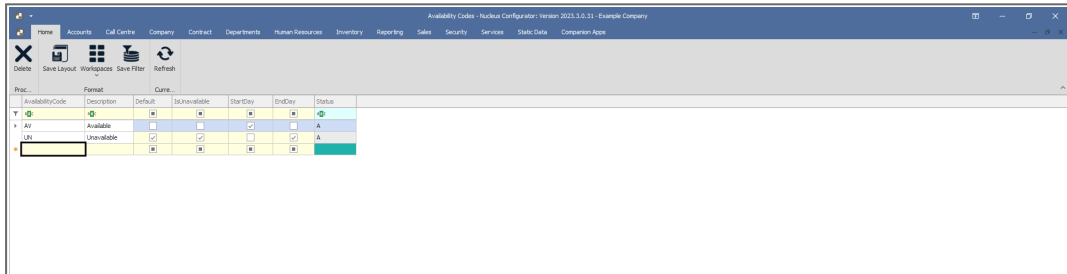


The **Availability Codes** listing screen will be displayed.

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

ADD AN AVAILABILITY CODE

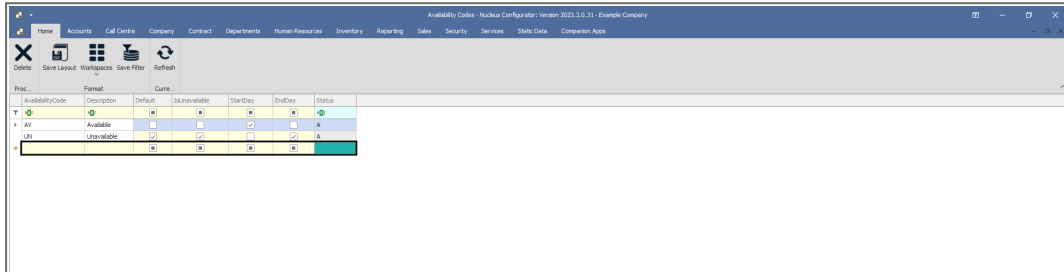
- Click in the first **editable** field in the **final row** to 'activate' it.



AVAILABILITY 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.

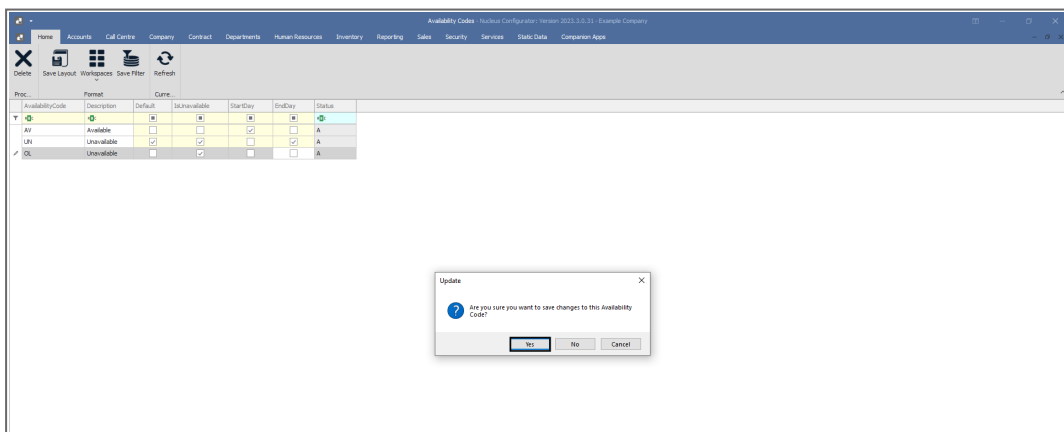
- **Start Day:** Click in this check box if you wish this to be a **Start Day** code.
- **End Day:** Click in this check box if you wish this to be an **End Day** code.
- **Status:** This will auto populate with **A** - Active.



- 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**.



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

Proc.	Format	Cur.				
AvailabilityCode	Description	Default	Subavailable	Over-Cap	Over-Day	Status
AI	Available	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A
UI	Unavailable	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A
UN	Unavailable	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A

BPO.MNU.141