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.

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EXPENSE STATIC DATA SETUP AND 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.

LEAVE TYPES

- 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.

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