

# Attendance Manager Dashboards

The Attendance Manager has ready-to-use dashboards that give insight into employee attendance and status in real time. These dashboards record exact work hours so you can accurately calculate utilization for every team and employee.

This article gives an overview of the Attendance Manager dashboards:

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- [How can I access the Attendance Manager dashboards?](#)
- [Attendance Dashboard](#)
  - [Sample View - Attendance Dashboard](#)
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## Prerequisites

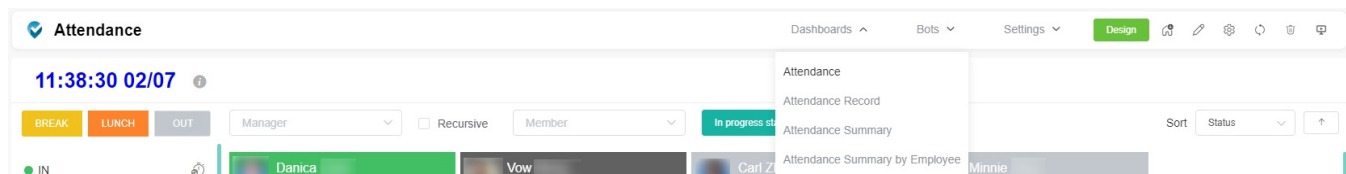
You must have the following before you can use the Attendance Manager dashboards:

- A successfully [installed Attendance Manager](#) app
- Admin role to set up and modify the dashboard settings
- Attendance Manager users are all in the company's active directory
- Technicians and managers are set up in [User Management](#)

*The data and filters in these dashboards are based on your company's AAD and the recorded activities of your members in Attendance Manager. Please make sure that you have [authorized MSPbots to access your company's AAD](#) and that you have [set up MS Teams for Attendance Manager notifications](#).*

## How can I access the Attendance Manager dashboards?

To access the dashboards, go to [Apps](#), open **Attendance**, and click **Dashboards** to show the available dashboards.

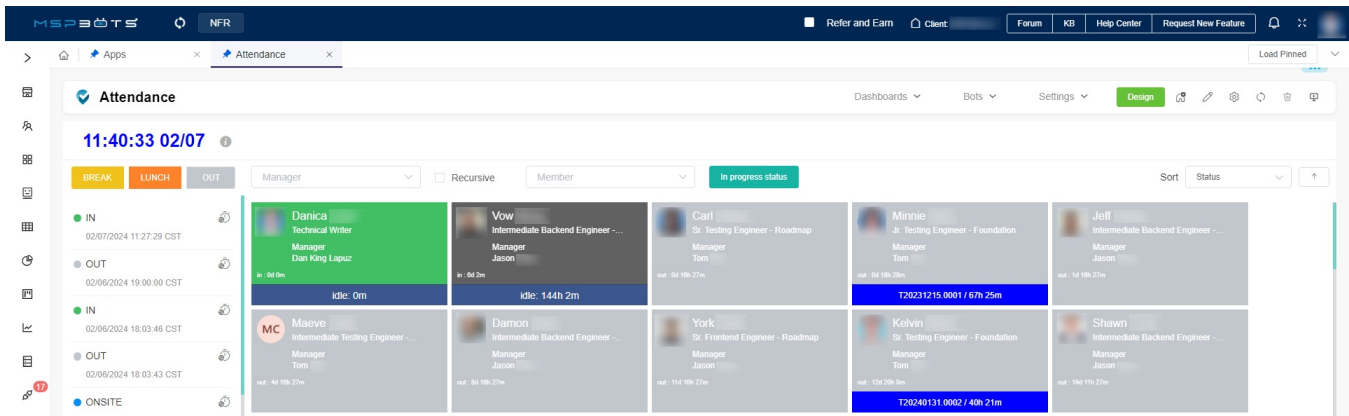


## Attendance Dashboard

The Attendance dashboard shows who among your employees are on break or lunch, onsite, out, or working from home. If Attendance Manager is set up in MS Teams, the commands sent to the Teams chat or channel are reflected on this dashboard.

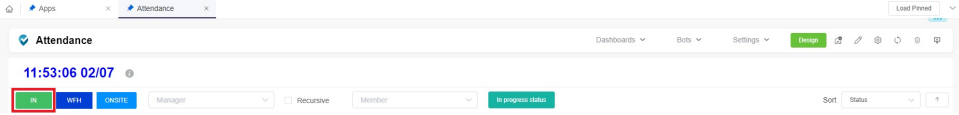
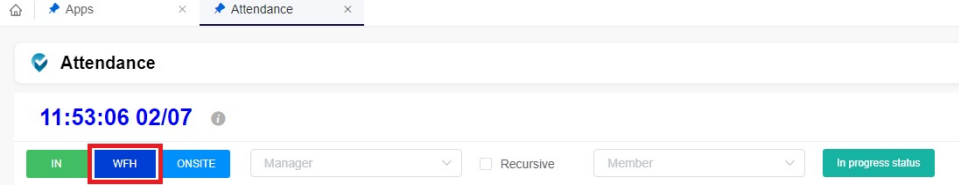
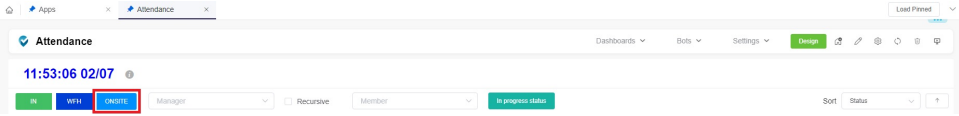
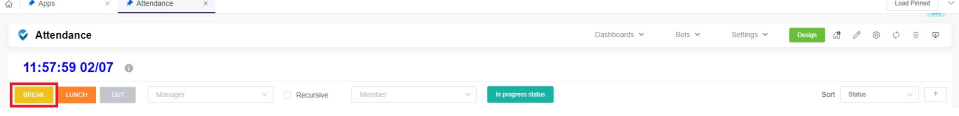
### Sample View - Attendance Dashboard

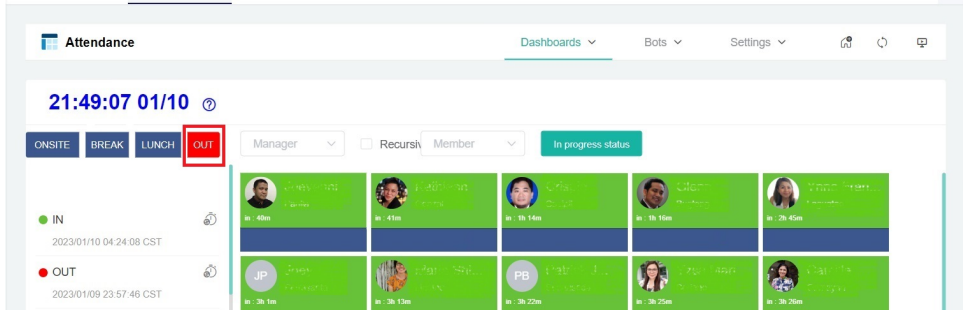
To access the Attendance Dashboard, navigate to [Apps](#) on the MSPbots app menu and open **Attendance**.



## Buttons and Functions on the Attendance Dashboard

Members can use the buttons to update their attendance status and to select the type of tickets to show on the Attendance dashboard. Below is a list of the buttons with information on when to use them.

Button Name	When to use the button
IN	<p>Click the <b>IN</b> button to start your workday. This will update your status to <b>in</b>.</p> 
WFH	<p>Click the <b>WFH</b> (Work from Home) button to start your workday in a remote location like your home. This will update your status to <b>WFH</b>.</p> 
ONSITE	<p>Click the <b>ONSITE</b> button when you are doing work on-site at the client's location. This will update your status to <b>onsite</b>.</p> <p><b>ONSITE</b> is considered as a working status, and the time you spend on onsite attendance will be included in your working hours. When you sw attendance status to ONSITE, you can only select lunch, break, or out as the next attendance status.</p> 
BREAK	<p>Click the <b>BREAK</b> button to start your break. This will update your status to <b>break</b>.</p> 

<b>LUNCH</b>	<p>Click the <b>LUNCH</b> button to start your lunch break. This will update your status to <b>lunch</b>.</p> 
<b>BACK</b>	<p>Click the <b>BACK</b> button to change your status from break or lunch to <b>back</b>. Do this when you're done taking a break or having lunch.</p> 
<b>OUT</b>	<p>Click the <b>OUT</b> button to end your workday.</p> 
<b>In progress status</b>	<p>Click the <b>In progress status</b> button to select the type of in-progress ticket to track and show on the dashboard. The options on the dropdown on your company's PSA. Utilizing this button helps managers monitor the progress of tickets assigned to the technicians.</p> 

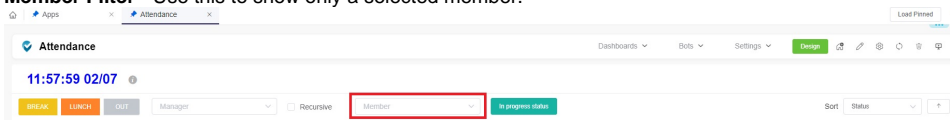
## Attendance Dashboard Filters

You can customize your view of the dashboard using the following filters:

- **Manager Filter** - Use this to show only members assigned to a particular manager.

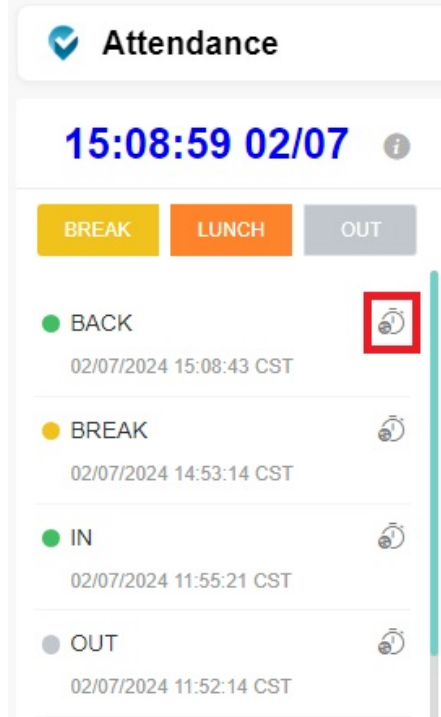


- **Member Filter** - Use this to show only a selected member.



## Adjusting time entries

You can request a time entry adjustment on the Attendance dashboard. Click on the clock icon, provide the required info, and click Submit.



Another way to request time adjustment is through the Attendance Record Dashboard. Read [How to Request for Time Adjustment in the Attendance App](#) for the details.

## What is the business card?

The business card displays the following information:



- **Name** and **job title** of the technician. If the job title is not shown, refer to the article [How to Set Up Manager and Job Title Info for Employees](#) to set up the title.
- **Manager's name**. If the manager's name shows "No Manager" instead, refer to the article [How to Set Up Manager and Job Title Info for Employees](#) to set up the technician's manager.
- **Attendance status** and **duration**. The business card displays the technician's attendance status (in, out, break, lunch, etc.) and the duration in which the technician has been in this status.
- **Ticket number** and **time spent**. This is the highest priority ticket in the In Progress status assigned to the technician, and the total number of hours that have been spent working on it. When this section shows "Idle", it means that the technician is not working on a ticket with an In Progress status.


◦ The assigned ticket code and the time spent shown for each ticket are based on the information available in your company's PSA.



- The color of the **Ticket Number / Time Spent** section also follows your PSA's configuration and will change when you modify the settings in your PSA.
- If using a third-party ticketing application, the tickets with the "In progress" status in the third-party app are displayed by default. Administrators with the admin role can customize the status that the Attendance Manager will display.

For more information on how to change the status settings, view the [In progress status](#) section in this article.

Hovering the cursor over the business card displays the name and job title of the technician's manager. The message "No Ticket" is shown when the technician is not working on a ticket with the In progress status.




**John Smith**  
Data Analyst - Concierge  
Manager  
Astrid Linwood

in : 0d 11h 52m

idle: 11h 53m

**Manager**




**Astrid Linwood**  
Concierge Operations Lead

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**Ticket Details**

No Ticket

On the other hand, if the technician is working on a ticket with the In Progress status, details like ticket code and time spent, priority, company name, summary, ticket owner, ticket resource, and the name of the technician who set the status to In progress. Additionally, you can see how long the status has been set to In progress.




**John Smith**  
Data Analyst - Concierge  
Manager  
Astrid Linwood

in : 0d 11h 52m

idle: 11h 53m

**Manager**



**Astrid Linwood**  
Concierge Operations Lead

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**Ticket Details** 396819 / 13141h 35m

Priority 3 - Quick Response

Company: [Electronics](#)

Summary: 20:08 CW

Ticket Owner: [Electronics](#)

Ticket Resource: [Astrid Linwood](#)

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This ticket has been in status of "In Progress" for 13141h 35m. [John Smith](#) changed the status at 07/21/2022 07:09:45 CDT

## Attendance Record

The dashboard for Attendance Record shows the time entries of all members and teams in your company. You can create a report for a specific period and export it as an XLS, PDF, or CSV file. Members can request time adjustments, and managers can approve requests from this dashboard.

### Sample View - Attendance Record

**Attendance Record**

Start Date: [ ] End Date: [ ] Team: [ ] Member: [ ]

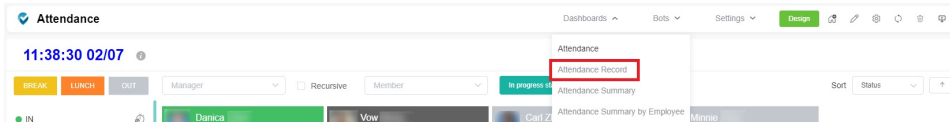
Excel Export PDF Export CSV Export Columns

Team	Member	Action	Time Stamp	Approve Time	Duration (Hr:Min)	Status	Comments	Approval
Marketing	[Name]	out	2023/01/11 16:45 CST					
CSM	[Name]	out	2023/01/11 16:32 CST					
PO	[Name]	out	2023/01/11 15:40 CST					
	[Name]	out	2023/01/11 15:25 CST					
CS	[Name]	out	2023/01/11 15:21 CST					
BO	[Name]	out	2023/01/11 14:40 CST					
	[Name]	out	2023/01/11 14:37 CST					
Support	[Name]	back	2023/01/11 14:35 CST					
BO	[Name]	back	2023/01/11 14:30 CST					

Total 61987 20/page < 1 2 3 4 ... 3100 > Go to 1

To access the Attendance Record:

1. Navigate to **Apps** on the MSPbots app menu and open **Attendance**.
2. Click **Dashboards** on the Attendance screen then select **Attendance Record**.



## Attendance Record Dashboard Filters

- **Date** - Select a date range to show data only for those dates.

**Attendance Record**

2022-12-01 - 2022-12-31 Team: [ ] Member: [ ]

Excel Export PDF Export CSV Export Columns

Team	Member	Action	Time Stamp	Approve Time	Duration (Hr:Min)	Status	Comments	Approval
Marketing	[Name]	out	2022/12/31 03:00 CST		72:54			
Marketing	[Name]	out	2022/12/30 23:59 CST		76:57			
CSM	[Name]	out	2022/12/30 20:00 CST		82:46			
CSM	[Name]	out	2022/12/30 20:00 CST		87:52			
Marketing	[Name]	in	2022/12/30 19:29 CST		4:30			

- **Team** - Select a team to show data only for that team.

**Attendance Record**

2022-09-01 - 2022-12-31 [DEV] Member: [ ]

Excel Export PDF Export CSV Export Columns

Team	Member	Action	Approve Time	Duration (Hr:Min)	Status	Comments	Approval
DEV	[Name]	out		85:48			
DEV	[Name]	out		86:17			
DEV	[Name]	out		86:24			
DEV	[Name]	out		86:40			
DEV	[Name]	out		86:32			
DEV	[Name]	out		86:37			

Team dropdown menu: DA, DA, Marketing, PO, QA, **DEV**, PM, CS-Migration

- **Member** - Select a member's name to show time entries for that member.

Attendance Record

Start Date: 2022-09-01, End Date: 2022-12-31, Team: [dropdown], Member: John Doe

Excel Export PDF Export CSV Export

Team	Member	Action	Time Stamp	Approve Time	Duration (Hr:Min)	Status	Comments	Approval
DEV	John Doe	out	2022/12/30 05:33 CST		86:17			
DEV	John Doe	in	2022/12/29 19:39 CST		9:53			
DEV	John Doe	out	2022/12/29 04:30 CST		15:09			
DEV	John Doe	in	2022/12/28 19:47 CST		8:42			
DEV	John Doe	out	2022/12/28 05:56 CST		13:51			
DEV	John Doe	in	2022/12/27 20:15 CST		9:40			

## Other Features

- **Export Function** - Export a copy of your report in Excel, PDF, or CSV.

Attendance Record

Start Date: [dropdown], End Date: [dropdown], Team: [dropdown], Member: [dropdown]

Excel Export PDF Export CSV Export

Team	Member	Action	Time Stamp	Approve Time	Duration (Hr:Min)	Status	Comments	Approval
Marketing	John Doe	out	2023/01/11 16:45 CST					
CSM	John Doe	out	2023/01/11 16:32 CST					
Support	John Doe	back	2023/01/11 14:35 CST					
Marketing	John Doe	out	2023/01/11 15:25 CST					
CS	John Doe	out	2023/01/11 15:21 CST					

- **Request and Approve Time Adjustment** - Members can submit a request to adjust time entries by clicking the clock icon on the Approval column. On the other hand, managers approve submitted applications by clicking on the document icon.

Attendance Record

Start Date: [dropdown], End Date: [dropdown], Team: [dropdown], Member: [dropdown]

Excel Export PDF Export CSV Export

Team	Member	Action	Time Stamp	Approve Time	Duration (Hr:Min)	Status	Comments	Approval
Marketing	John Doe	out	2023/01/11 16:45 CST					
CSM	John Doe	out	2023/01/11 16:32 CST					
Support	John Doe	back	2023/01/11 14:35 CST					
Marketing	John Doe	out	2023/01/11 15:25 CST					
CS	John Doe	out	2023/01/11 15:21 CST					

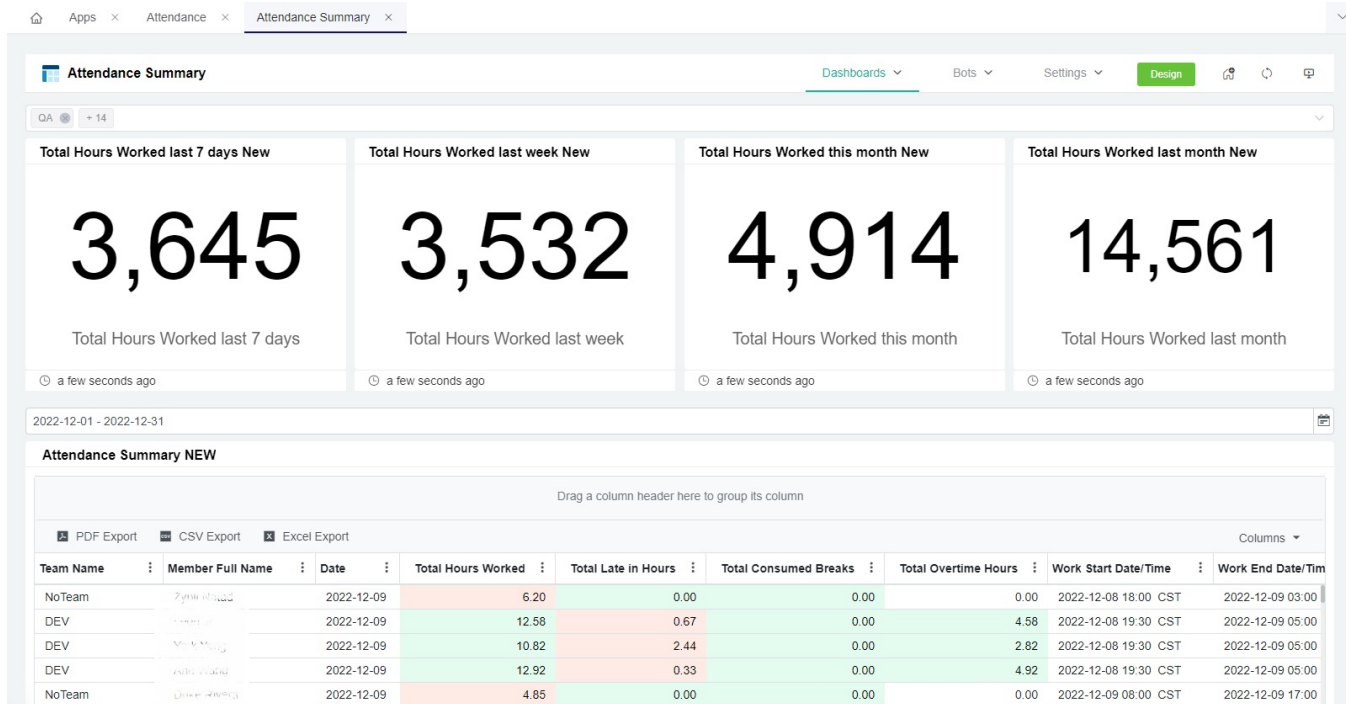
For information, read [How to Request for Time Adjustment in the Attendance App](#) and [How to Approve a Request for Time Adjustment in the Attendance App](#).

## Attendance Summary Report

The dashboard for the Attendance Summary Report shows the total number of hours worked in the past week, last 7 days, this month, and last month. It also shows the summary of the total hours late, and the number of hours spent on breaks and overtime work. You may export this report in CSV, XLS, and PDF formats.

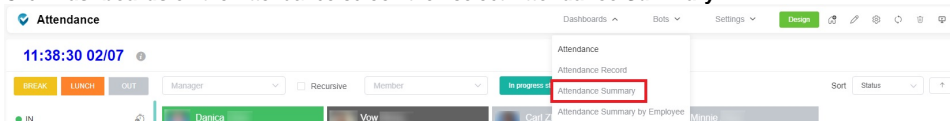
## Sample View - Attendance Summary Dashboard





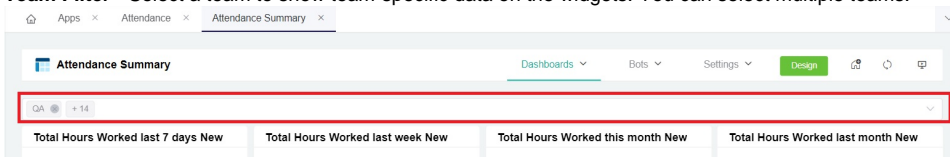
To access the summary report

1. Navigate to **Apps** on the MSPbots app menu and open **Attendance**.
2. Click **Dashboards** on the Attendance screen then select **Attendance Summary**.

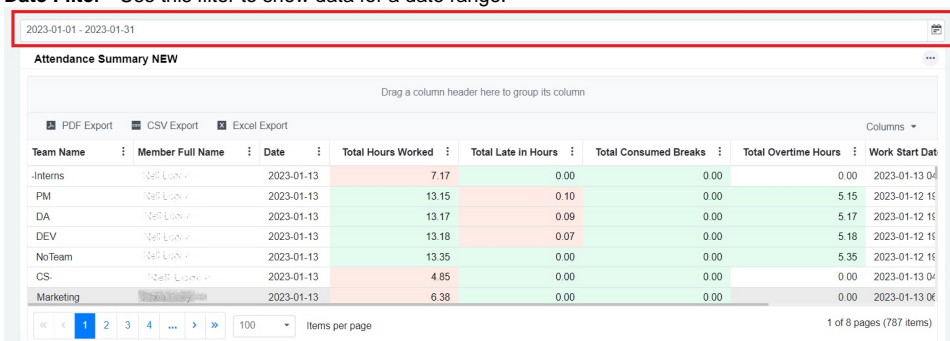


## Attendance Summary Dashboard Filters

- **Team Filter** - Select a team to show team-specific data on the widgets. You can select multiple teams.



- **Date Filter** - Use this filter to show data for a date range.

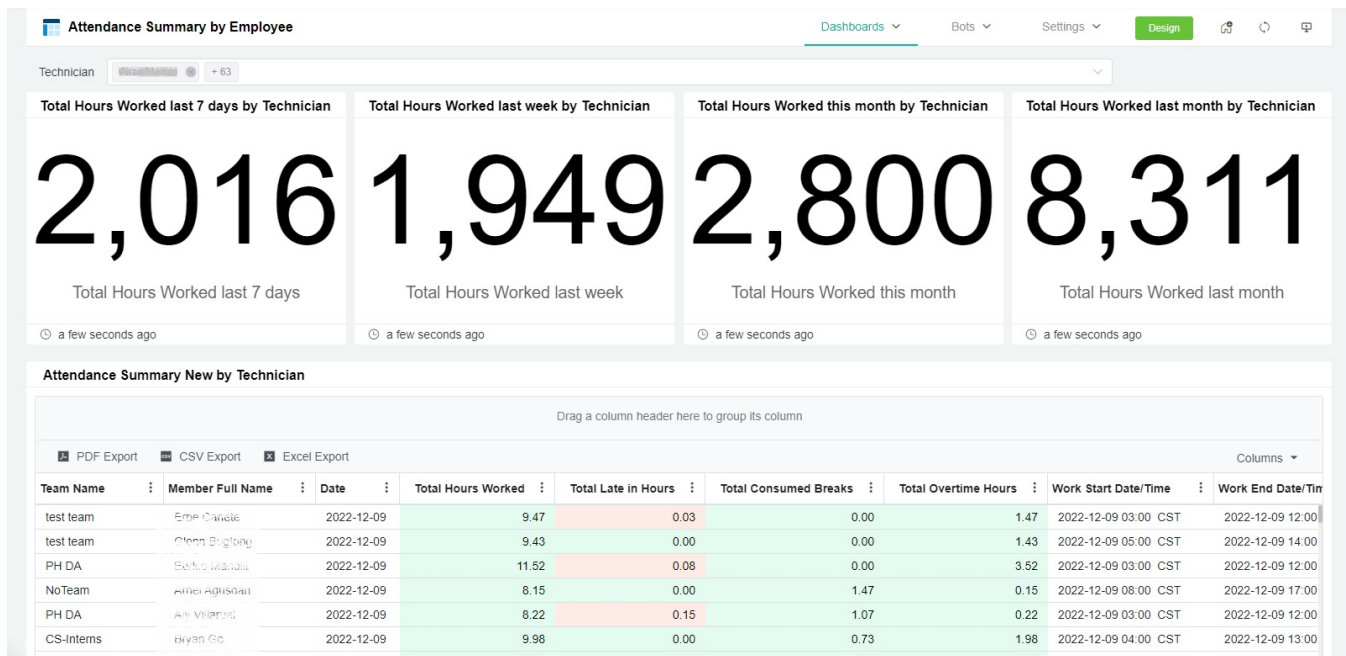


## Attendance Summary by Employee

The dashboard for Attendance Summary by Employee shows the total number of hours where an employee has worked in the past week, last seven days, this month, and last month. It also shows the summary of the total hours late and the number of hours spent on breaks and overtime work by employees. You may also export this report in CSV, XLS, and PDF formats.

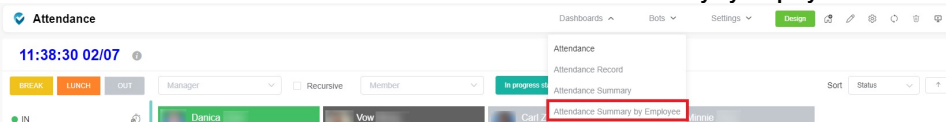
## Sample View - Attendance Summary by Employee Dashboard





To access the summary report

1. Navigate to **Apps** on the MSPbots app menu and open **Attendance**.
2. Click **Dashboards** on the Attendance screen then select **Attendance Summary by Employee**.



## Attendance Summary by Employee Dashboard Filters

- **Technician Filter** - Select a member's name to show data for that employee. You can select multiple technicians.

## Related Topics

- [How to Request for Time Adjustment in the Attendance App](#)
- [How to Approve a Request for Time Adjustment in the Attendance Manager App](#)
- [What are the chat commands for the Attendance Manager?](#)
- [Attendance](#)
- [What is the MSPbots Attendance Manager?](#)