

ConnectWise Late Time Entry Analysis

This application is designed to help MSPs who are using ConnectWise Manage better understand their utilization rate by solving one of the key concerns when calculating the utilization rate - *late or inaccurate time entries*. Utilization rate is one of the key KPIs for every MSPs as it essentially shows how the company is managing the members of its team and it is directly tied to profitability. Are they working on tasks that generate revenue, are their time wasted on non-billable work, or even worst, are they idle?

To get an accurate utilization rate you need first accurate time entries, and to ensure accurate time entries, the technicians have to log them on time. The ConnectWise Late Time Entry Analysis is made to help you with the latter, it's a collection of reports and bots to help empower teams to minimize if not eliminate late time entries. It's composed of the following:

- Reports / Dashboards
 - CW Late Time Entry
 - This report shows you different time entry analytics like time entries per user, late time entries per user, late time entry duration, etc. within your company to let managers know if you have a problem with time entries, how bad the problem is, and who are the technicians that need help reducing their late time entries.
 - CW per User Late Time Entry
 - This report focuses on your individual technicians' time entry analytics like their time entry count, late time entry count, late time entry duration, etc. Use this to drill down on how each of your technicians is doing and compare with other technicians in terms of late time entries.
- Bots
 - CW Late Time Entry Alert 3.0
 - This is a bot that will alert technicians if they log any late time entries, their current late time entry statistics, and why is it important to log time entries within their ticket schedule.
 - CW Time Entry Analysis 3.0
 - This is a bot that will inform managers of their MSP's late time entry statistics and summary every week.

When used together, along with coaching, this app can help drastically reduce late time entries up to 80%.