

# ConnectWise Late Time Entry Analysis App

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## 1.1. Description

The CW Late Time Entry Analysis application is a comprehensive package of widgets and bots that helps you track your late time entry performance on a company level and on your individual users. MSPbots also integrated a Team Game feature where you can team up your users in healthy competitions of logging time entries that creates an environment where everyone in the group hopes that everyone will do well.

[Click here](#) to read more about ConnectWise Late Time Entry Analysis App on our website.

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## 1.2. App Link

[ConnectWise Late Time Entry Analysis](#)

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## 1.3. How to access the app

To view the ConnectWise Late Time Entry Analysis reports, follow these steps:

1. Go to [app.mspbots.ai](#).
  2. Click **Apps** in the left pane.
  3. When the **My Application** screen opens, click [ConnectWise Late Time Entry Analysis](#).
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## 1.4. Why should you care?

Late time entry happens when an employee finishes a job but doesn't add the time entry right after he or she finishes the task.

Here are some of the late time entry issues that our Late Time Entry Analysis app can help you avoid:

- **Inaccurate Time Entry Details** - when employees wait too long to log their time entries, they forget about the details of the ticket, affecting the accuracy of the time entry such as *what happened*, *when it happened*, and *how long it took to complete*.
  - **Missed Billable hours** - when time entries are late, some billable hours cannot be available on time or worse, are missed from being documented.
  - **Incomplete data for utilization and agreement profitability computations** - Some of the very important KPIs like utilization and agreement profitability heavily rely on an accurate time entry, so the accuracy of those KPIs will be affected too.
  - **Ineffective collaboration between techs and client alignment** - if the clients or other employees want to know what happened to certain tickets, and the employee who did the job didn't log the time entry on time, it will be difficult for the clients and other employees to understand what happened to the ticket and what needs to be done next.
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## 1.5. Bots related to the app

The [ConnectWise Manage Late Time Entry Alert 3.0 \(Real-Time\)](#) bot alerts users whenever they log a time entry after their scheduled ticket end day and time. Turn on the **Trigger** and **Alert** options for the bot so that technicians will start receiving alert messages on Microsoft Teams whenever they log a late time entry.

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## 1.6. Widget Components

There are late time entry reports that you can access with the Late Time Entry Analysis app. Each report has various widgets that help you monitor the time entry metrics of your company and employees.

For detailed information about the reports and their corresponding widgets, please review this presentation:

## 1.7.

### 1.7.1. ConnectWise Late Time Entry Report – Company

The **ConnectWise Late Time Entry Report – Company** report shows a detailed analysis of the overall late time entry values for your *company*. Here are the widgets in this report:

Widget Name	Description
CW Late Time Entry Trends Compared to Other MSPs ( Late > 5 min )	This widget shows the company's late time entry trends and compares them to other MSPs and the top 20% of MSPs using MSPbots. Note: Since this widget has data compared to the global ranking, the late measurement is set as 5 minutes by default.
CW Average Late Hours Trends Compared to Other MSPs ( Late > 5 min )	This widget shows the company's average late hours per time entry trend for the last 16 weeks, and then compares your info to other MSPs and the top 20% of MSPs using MSPbots.
Late Time Entry Details per User Last 7 days	This widget shows you a breakdown of each user's time entry details for the last 7 days.
CW Avg Time Entries Per User	This widget shows the ratio of time entries per user for your company for the last 7 days excluding today.
CW Late Time Entries Per User	This widget shows the ratio of late time entries per user for the last 7 days excluding today.
CW Avg Late Hours per Time Entry in MSP	This widget shows the ratio of late hours per time entry within the company for the last 7 days excluding today.
CW Avg Late Time Entry Duration (In Hours)	This widget shows the ratio of late time entry hours per user for the last 7 days excluding today.
CW Late Time Entry Details per User (Previous Week)	This widget shows the breakdown of each user's late time entry details for the last week (Monday to Sunday).
CW Summarized Late Time Entry Details (Previous Week)	This widget shows a summary of the late time entry details for each user from the previous week (Monday to Sunday)
CW Users with the Most Late Time Entry Hours (Last 7 Days)	This widget shows the top 5 users with the most late time entry hours for the last 7 days.
CW Users with the Most Late Time Entry Count (Last 7 Days)	This widget shows the top 5 users with the most number of logged late time entries in the last 7 days.
CW Late Time Entry Distribution	This graph shows the frequency distribution of late time entries.

### 1.7.2. ConnectWise Late Time Entry Report – User

The **ConnectWise Late Time Entry Report – User** report shows a detailed analysis of late time entry issues per user. Here are the widgets in this report:

Widget Name	Description
CW Late Time Entry User 28 days	This widget shows the late time entry trends of the user for the past 28 days. Click the points on the different intervals to see how many among their time entries are late.
CW User Late Time Entry Trends ( Late > 5 min )	<p>This widget shows the trend of the user's late time entries for the last 16 weeks. This also shows how you compare against the company average, other MSPbots users, and the top 20% of MSPs.</p> <p>Since this widget has data compared to the global ranking, the late measurement is set as 5 minutes by default.</p>
CW User Late Hours Trends ( Late > 5 min )	<p>This widget shows the trend of the user's late hours for the last 16 weeks. This also shows how you compare against the company average, other MSPbots users, and the top 20% of MSPs.</p> <p>Since this widget has data compared to the global ranking, the late measurement is set as 5 minutes by default.</p>
CW Late Time Entry Count.	This widget shows the user's number of late time entries for the last 7 days excluding today
CW Time Entry Count	This widget shows the number of time entries logged by the user for the last 7 days excluding today.

CW Late Time Entry Percentage	This widget shows the user's percentage of total late time entries vs time entries for the last 7 days excluding today.
CW Time Entry Percentile ( Late > 5 min )	This widget shows the percentage of users within MSPbots that you surpassed in terms of late time entry percentage. For this widget, the higher the percentage better. Furthermore, since this widget has data compared to the global ranking, the late measurement is set as 5 minutes by default.
Last 16 Weeks CW Time Entry Statistics and Ranking ( Late > 5 min )	This widget shows the user's time entry statistics and ranking for the last 16 weeks. Since this widget has data compared to the global ranking, the late measurement is set as 5 minutes by default.
CW Total Late Hours	This widget shows the total late hours entered during the last 7 days.
CW Hours Late Per Time Entry	This widget shows the ratio of hours late per time entry for the last 7 days excluding today.
CW Late Time Entry Additional Details (Last 7 Days)	This widget shows the additional details related to late time entries for the last 7 days excluding today.

### 1.7.3. ConnectWise Late Time Entry Report – Team

The **ConnectWise Late Time Entry Report – Team** report shows a detailed analysis of late time entry issues per team. Here are the widgets in this report:

Widget Name	Description
Avg Late Time Entry Duration (In Hours) Per Team	This widget shows each team's average late time entry duration and improvement rate.
Avg Late Time Entry Duration (In Hours) Team	This widget shows each technician's late time entry duration and improvement rate.

## 1.8. Related Integration

- ConnectWise Manage

## 1.9. Requirements

- Active ConnectWise Manage Integration
- ConnectWise Manage Late Time Entry Alert 3.0 (Real-Time) bot

## 1.10. Setup Procedures

On the **CW Late Time Entry Settings** page, account administrators can adjust the settings for the **ConnectWise Late Time Entry Analysis** report. Here are some configurations that administrators can do to the report:

- Set the tolerable average late hours for your MSP which is a baseline of how we assess your best-performing employee in logging time entries.
- Exclude specific users who are not required to have time entries.
- Exclude specific work types to not include them in your metric computations.
- Set the number of minutes past the ticket's scheduled end time that is considered late.

### 1.10.1. Set the acceptable average late hours

To set the acceptable average late hours of your MSP, follow these steps:

1. On the **ConnectWise Late Time Entry Report** page, click **Settings** to open the **CW Late Time Entry Settings** pane.
2. In the **What is the average late hours per time entry that is tolerable in your MSP?** box, enter the acceptable average late hours per time entry in your MSP.
3. Click **Submit**.

**CW Late Time Entry Settings** ⓘ

Report ▾ Bot ▾ Setting ▾ Design ✎ ↺ 📄

**Acceptable Average Late Hours**

What is the average late hours per time entry that is tolerable in your MSP? 0.5

Cancel Submit

### 1.10.2. Exclude users and work types from the report

To exclude the time entries of specific users and work types from the report, follow these steps:

1. On the **ConnectWise Late Time Entry Report** page, point to **Settings**, and then click **CW Late Time Entry Settings**.
2. In the **CW Late Time Entry Settings** pane, select the **Exclude user(s)** list, and then select the users that you want to exclude from the late time entry report.
3. From the **Exclude work type(s)** list, select the work types that you want to exclude from the late time entry report.
4. Click **Submit**.

**CW Late Time Entry Settings** ⓘ

Exclude user(s) [Empty User] [Empty User Settings] [All Users] [Settings - User] ▾

Exclude work type(s) Regular Remote Support ▾

How many minutes past ticket schedule end time is late? 5

Cancel Submit

### 1.10.3. Set the late time entry threshold

By default, any time entries past the ticket due date and time are considered late. The account administrator can update how many minutes is considered late.

To set the late time entry threshold, follow these steps:

1. On the **ConnectWise Late Time Entry Report** page, click **Settings** to open the **CW Late Time Entry Settings** pane.
2. In the **How many minutes past ticket schedule end time is late?** box, enter the required number of minutes given to the technicians to enter their time entry before the entry is considered late.
3. Click **Submit**.

**CW Late Time Entry Settings** ⓘ

Exclude user(s) [Empty User] [Empty User Settings] [All Users] [Settings - User] ▾

Exclude work type(s) Regular Remote Support ▾

How many minutes past ticket schedule end time is late? 5

Cancel Submit

### 1.10.4. Create teams for the late time entry game feature

If you are an Admin user, you can create the teams so you can begin accessing the game feature of the app.

To create the teams, follow these steps:

1. On the **ConnectWise Late Time Entry Report** page, point to **Settings**, and then click **CW Late Time Entry Settings**.

2. to open the **CW Late Time Entry Settings** pane.
3. When the **CW Late Time Entry Settings** page opens, do the following in the **Team Member** pane.
  - a. In the **Team Name** column, enter the name of the teams.
  - b. In the **Team ID** column, enter the applicable team number of the corresponding team.
  - c. From the **Team Member** list, select the names of the employees that belong to the corresponding team.
4. Click **Submit**.

Team Member ⓘ

#	Team Name	Team ID	Team Member
1	<input type="text"/>	1 <div>↑ ↓</div>	<div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> <div></div>
2	<input type="text"/>	2 <div>↑ ↓</div>	<div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> <div></div>
3	<input type="text"/>	3 <div>↑ ↓</div>	<div> <div></div> <div></div> <div></div> <div></div> </div>
4	<input type="text"/>	4 <div>↑ ↓</div>	<div> <div></div> <div></div> <div></div> </div>

+ Add

Cancel

Submit