Attendance

What's on this page

Why use the attendance program?

1. **In compliance with the labor law to accurately track the work hours for hourly-paid employees.**
   Depending on where your MSP is located, the local labor laws might require you to keep a detailed clock in/out record for the hourly employees. There are multiple stories about MSPs' lost lawsuits due to the mis-category of the hourly employee into salaried employees or not having timekeeping software that keeps detailed in/out/lunch/break for hourly employees.

     - https://www.reddit.com/r/msp/comments/403mv4/help_deskjunior_sysad_exempt_vs_nonexempt_question/
     - https://sierraws.com/avoid-costly-employee-overtime-lawsuits-by-automating-your-time-and-attendance-systems/
     - https://trackingtime.co/resources/employee-timekeeper-for-flsa-compliance.html
     - California IT Overtime - IT Overtime Labor Law - LawyersAndSettlements.com

2. **Provides insight into your team's current status**
   a. Current attendance status: Who's working, on break/lunch, or out for the day.
   b. Current in-progress ticket status
     - Color coding based on the ConnectWise / Autotask Ticket priority color setting
     - Shows how long the ticket has been in progress.
     - In-progress ticket status is attached to the user who changed the ticket to in-progress status.

3. **Accurate work hours for accurate utilization calculation**
   a. We can use in/out/break/lunch records to calculate exact work hours in the utilization calculation, instead of using the standard 8 hours a day as the denominator. Below is an example of a message sent to the end-user every day 10 minutes before the logout time:

   > Hello, **Chandra**! Here are your quality assurance check results:
   > - Your non-overlapping utilized work hours are **9.05.** Meanwhile, your total work hours are **10.04**. Your utilization rate today is **90.18%**.
   > - You have an overlapping time entry: [1249766,1249785]. Please go to the calendar to fix this.
   > - The following tickets are still in progress: **[3266642].** Please click the link and change the ticket status before you leave.
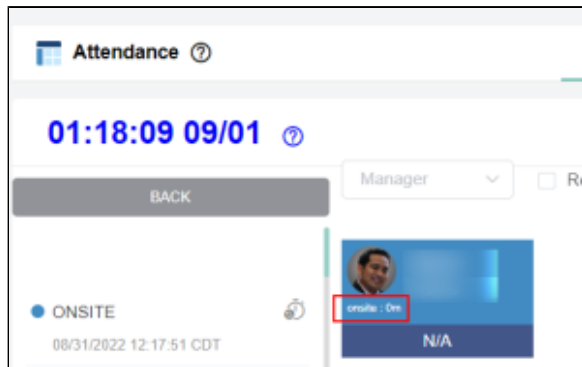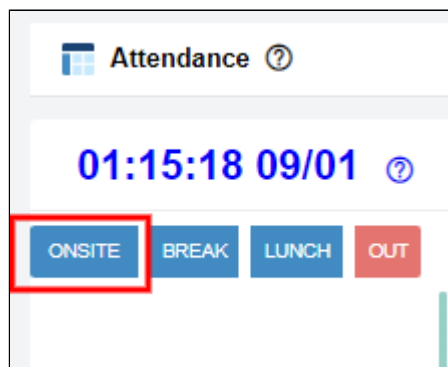   >
   > Please fix the issues listed above, then type "Stats" again when you're done. Thanks!
   >
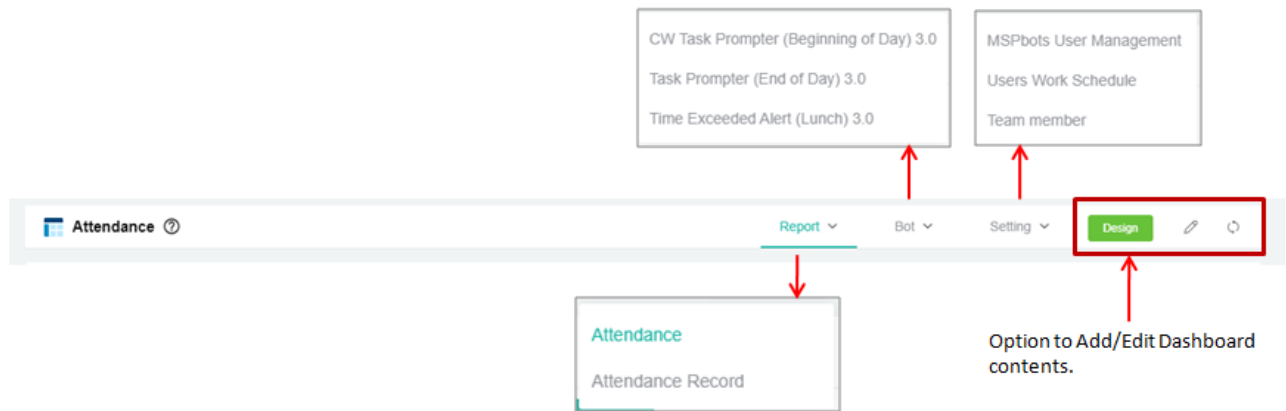   > -- Sent to [⬜ ⬜ ⬜] on [09/09 18:04 CDT].
   >
   > Please **let us know** if you think there's a mistake.

What's New?
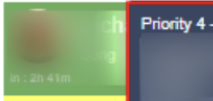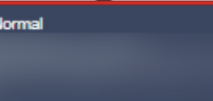
- ONSITE button and status. Use for technicians that are doing on-site services at the client's location.

- New and Organized Attendance App Menu:

- Auto-detect ConnectWise or Autotask integration, will display the current ticket the member is working on and how long the ticket is in-progress:

- New Attendance Record with "TEAM" option: Additional feature under SETTING to group members to TEAM (Groupings):

- Settings | Team Members grouping:

- Modify the Bots from within the Attendance App:

How to use Attendance Manager

A. Use it in Microsoft Teams by typing the appropriate command.

in: Updates your status and records the time you started working in the database
in at [time] because [reason]: Tells the bot the actual time you started working and why you weren't able to clock in on time
break: Updates your status and records the time in the database
lunch: Updates your status and records the time in the database
back: Updates your status back to IN and records the time in the database
out: Switches your status to OUT and records the time you stopped working in the database
out at [time] because [reason]: Tells the bot the actual time you finished working and why you weren't able to report so on time
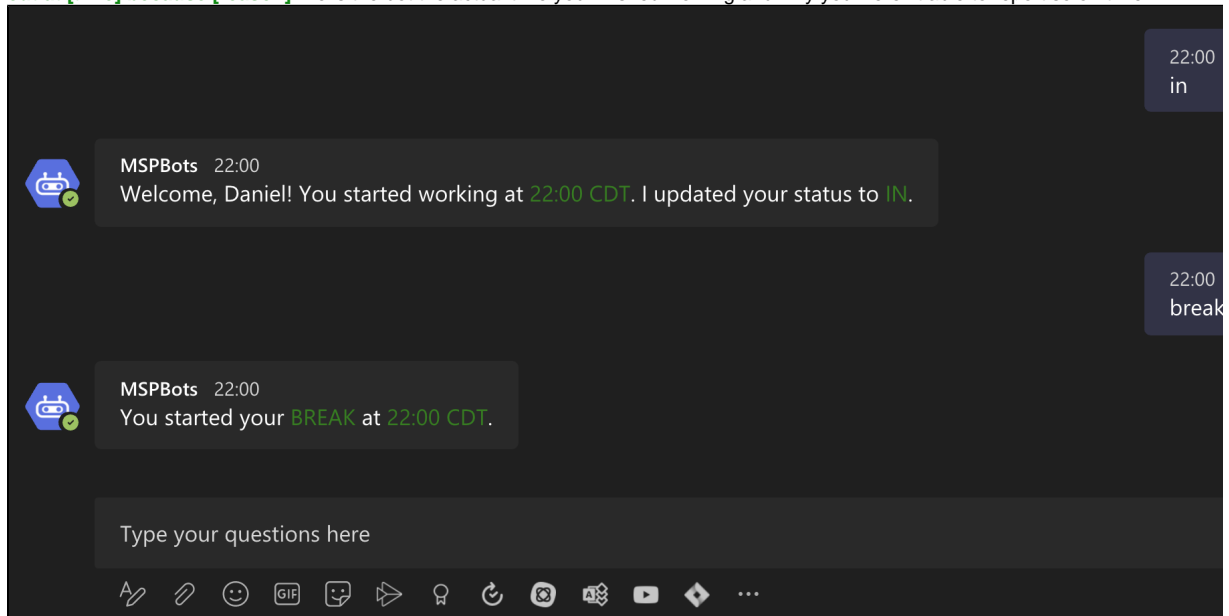
See the updated list of commands in *What are the chat commands for the Attendance Manager?*

B. Use the Attendance Manager from the MSPbots app.

You can also log attendance using the button on the Attendance dashboard in the MSPbots app. Read Attendance Dashboard: Buttons and Functions for the steps on how to do this.

What is in the ticket number panel?

1. The ticket number is displayed when the employee changes a ticket's status in ConnectWise or Autotask to the "In-progress" status. Hovering over the ticket or clicking it will bring up the ticket's details.
2. The time displayed on the ticket number shows how long the ticket has been in the "In-progress" status.
3. The color coding on the Attendance dashboard is based on the color settings in Connectwise or Autotask.

How to hide or disable users from the Attendance Dashboard

1. Go to Attendance on the MSPbots app. Click **Settings**, and select the **User's Work Schedule**.
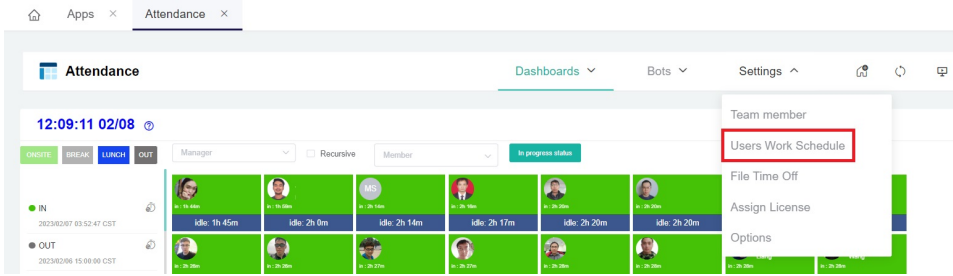
2. In the Attendance column, turn off the switch for the user that needs to be hidden.
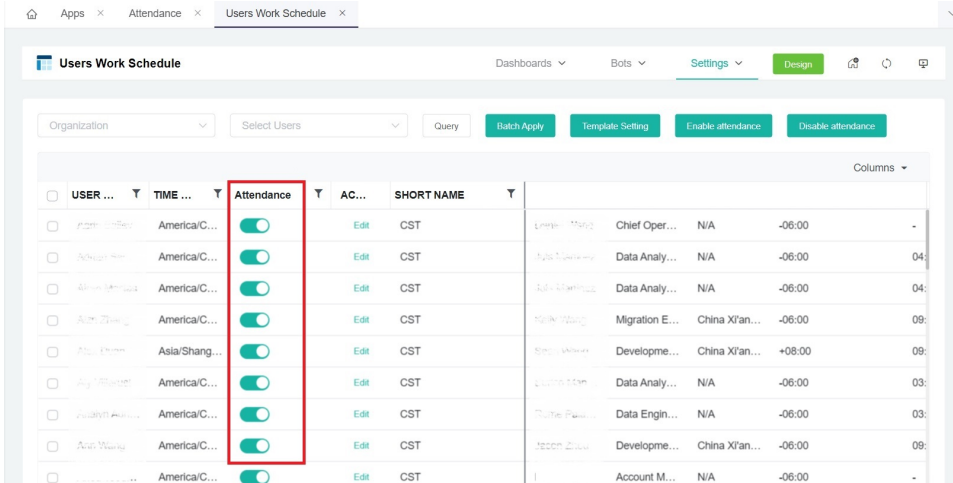
3. To hide multiple users, select the names of the users to be hidden and click the **Disable attendance** button. This action disables the attendance function for users.
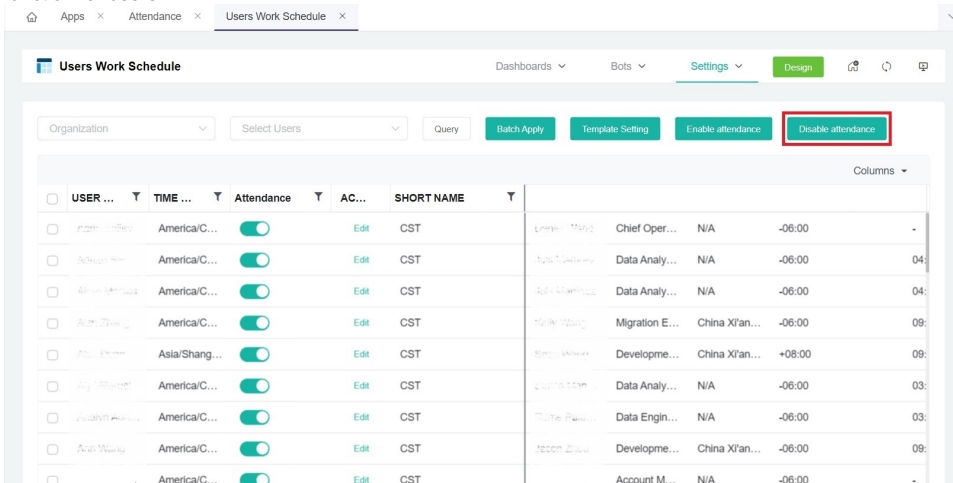

To enable or show users, click the **Enable attendance** button.

4. Use the Refresh Data button next to the MSPbots logo, the user should no longer show up in the attendance dashboard.

Bots related to the attendance program

Clock In Reminder	Remind users after their shift's start time to clock IN.

Clock Out Reminder	Reminds users after their shift's end time to clock OUT.
Task Prompter (Beginning of Day)	Reminds users before the start of their sh
Task Prompter (End of Day)	Remind users before their shift ends to wrap up their remaining tasks and clock OUT when done.
Time Exceeded Alert (Br	Remind users to clock 'BACK' when they've gone over their 'break' schedule.

e a k)	
T i m e E x c e e d e d A le rt (L u n c h)	Remind users to clock 'BACK' when they've gone over their 'lunch' schedule.

Setup the work schedule

1. A work schedule is needed to remind users to check-in and check out.
2. Some bots like "Tech stats review" will be using the information in the work schedule to alert the user based on their check-out time.
3. Go to Attendance, click SETTING from the main menu, and select the User's Work Schedule
   a. "Template Setting" to add or change the current schedule template.
   b. Use the "Batch apply" to apply the schedule template to multiple users.