Tech Stats Reviewer Bot

The Tech Stats Reviewer bot notifies about a user's total work hours, utilization rate, overlapping time entries, in-progress tickets, and pending tasks before the end of each workday.

What's in this article:

- Required Integrations
- What benefits can I get from the Tech Stat Reviewer bot?
- What are the bot triggers?
- How to Setup the Tech Stats Reviewer Bot

Required Integrations

Have the following integrations ready before you can start using the Tech Start Reviewer Bot:

- ConnectWise Manage Integrations Setup
- Installed MSPbots App in Teams

What benefits can I get from the Tech Stat Reviewer bot?

The Tech Stat Reviewer bot helps users reach an 85% daily utilization rate and minimize overlooked issues, and sends reminders about the following:

- Real-time utilization
- Overlapped time entries
- In-progress tickets
- Total work hours
- Tickets that have been unresolved for a long time

With this information, the admin can identify and troubleshoot issues quickly.

What are the bot triggers?

The Tech Stat Reviewer bot is triggered by the following events:

- When users change their status in the Attendance Manager by clicking BREAK, LUNCH, and OUT.
- When users type **Stats** in MS Teams.
- Ten 10 minutes before the end of an employee's shift or scheduled out time.

Users and admins cannot modify the Tech Stats Reviewer bot's trigger settings; they can only activate or deactivate the trigger switch. For more information on activating a bot, refer to the article Activating a Bot on the MSPbots App.

How to Setup the Tech Stats Reviewer Bot

Only users with the admin role can set up and modify the Tech Stat Reviewer bot.

1. Log in to the MSPbots app using your Office 365 account and go to Bots.



2. Click My Bots, search for Tech Stats Reviewer in the search bar, and click it open.



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Below is an example of a bot message for utilization.

Utilization-stats

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| Your non-overlapping utilized work hours are {timeEntryHours}. Meanwhile, your total work hours are {attendanceHours}. Your utilization rate today is {utilization}, vs. your company's standard of 85-100%. Pleas review your (calendar) to add the missing time entries. Choose Template: Utilization <85, >100% Save as a template Utilization >=85% Save as a template | | ↓ ↓ ■ B I U ⊕ A M H1 H2 X2 X2 E E E E Sans Serif ♥ Normal ♥ E ♥ Ix |
| Choose Template: Utilization <85, >100% \lor Save as a template | | Your non-overlapping utilized work hours are {timeEntryHours}. Meanwhile, your total work hours are {attendanceHours}. Your utilization rate today is {utilization}, vs. your company's standard of 85-100%. Please review your (calendar) to add the missing time entries. |
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For more information on the Utilization-stats block, read The Fields in the Tech Stats Reviewer Bot.

4. To verify your setup, type Stats in MSPbots Teams. You should receive a message like the one below.

Hello, **Gary**! Here are your quality assurance check results:

- Your non-overlapping utilized work hours are 0.98. Meanwhile, your total work hours are 4.09. Your utilization rate today is 24.02%, vs. your company's standard of 85-100%. Please review your calendar to add the missing time entries.
- You have no overlapping time entries. Good job!
- The following tickets are still in progress: [3327813]. 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 [10/18 12:04 PDT].

Please let us know if you think there's a mistake.

If **W** are an AutoTask user, when you enter the commands **out**, **stats** or **qa** in Teams, in the statistical message replied by the Tech Stats Reviewer bot, you can directly click on the ticket number to view the tickets with overlapping time entries.

The message says: You have overlapping time entries on the following tickets: {ticketNumbers}. Please go to Ticket --> Edit Time Entry to resolve this issue.

Hello, _____! Here are your quality assurance check results:

Your non-overlapping utilized work hours are <u>15.02</u>, which is greater than your total work hours <u>8.00</u>. Your calculated utilization rate today is <u>187.71%</u>.Please review your time entries and Attendance hours.
You have an overlapping time entry on these tickets: <u>(7933,7982)</u>. Please go to the Ticket --> Edit Time Entry to fix this.
You have no in-progress tickets. Well done!

Please fix the issues listed above, then type "Stats" again when you're done. Thanks!

Sent to [] on [10/26.16.50 CST] Generated by <u>Tech Stats Reviewer</u> View your <u>Real-Time report</u>.
Please <u>let us know</u> if you think there's a mistake.