

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.

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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:

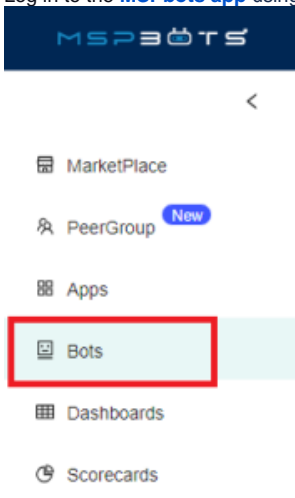
- When users change their status in the Attendance Manager by clicking BREAK, LUNCH, and OUT.
- When users type **Stats** in MS Teams.
- Ten 10 minutes before the end of an employee's shift or scheduled out time.

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](#).

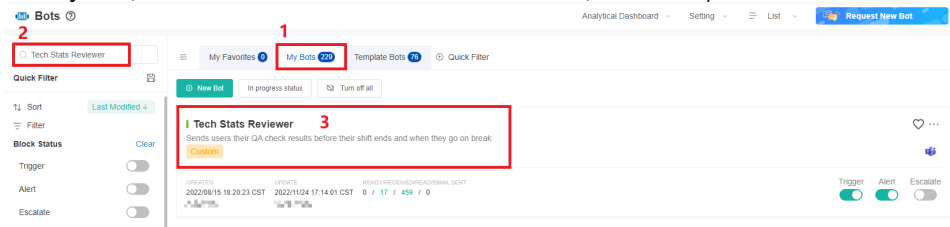
How to Setup the Tech Stats Reviewer Bot

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

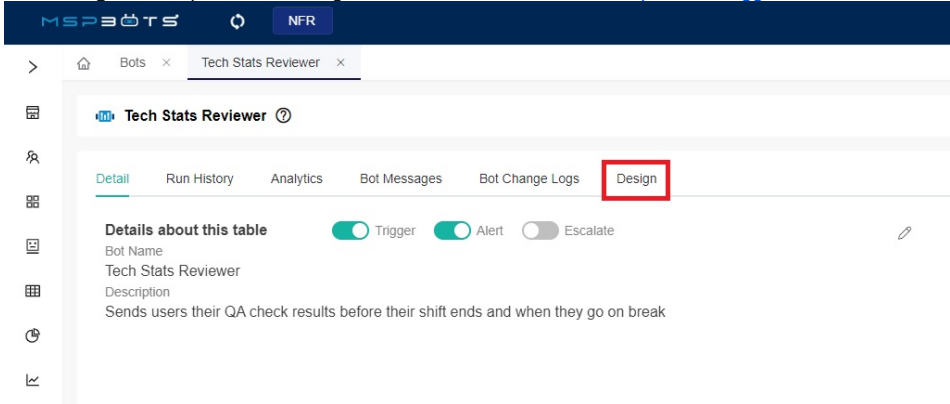
1. Log in to the [MSPbots app](#) using your Office 365 account and go to [Bots](#).



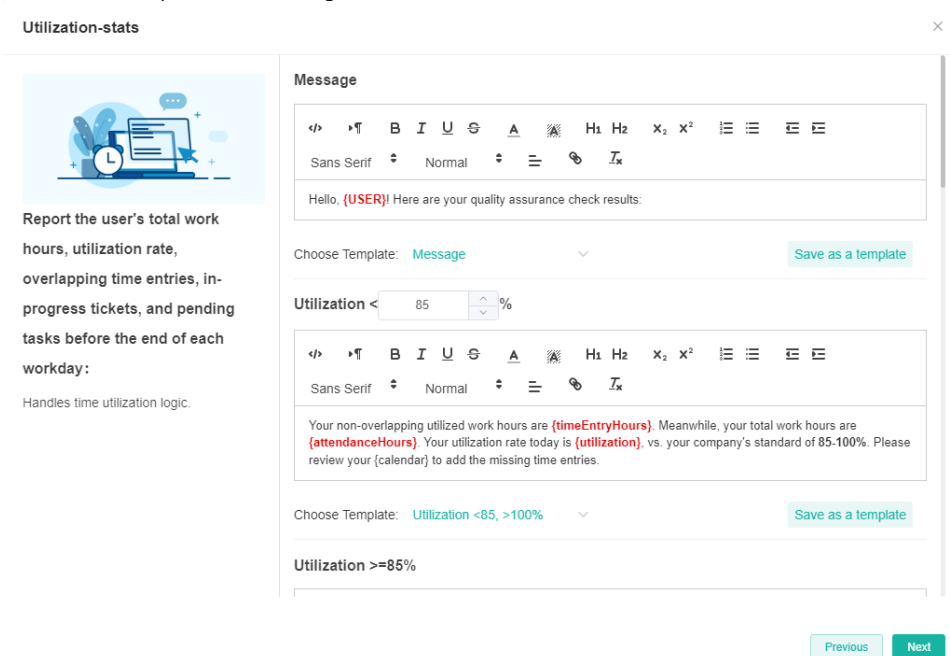
2. Click **My Bots**, search for **Tech Stats Reviewer** in the search bar, and click it open.



3. Click **Design** to set up the bot. For a guide on how to do this, view [Set up the bot trigger](#).

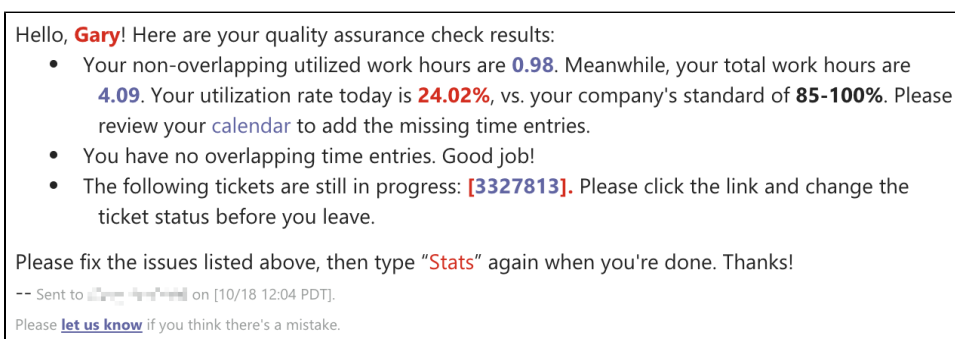


Below is an example of a bot message for utilization.



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.



If you 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, [redacted]! Here are your quality assurance check results:

- Your non-overlapping utilized work hours are [15.02](#), which is greater than your total work hours [8.00](#). Your calculated utilization rate today is **187.71%**. Please review your time entries and Attendance hours.
- You have an overlapping time entry on these tickets: [\[7933,7982\]](#). **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 [redacted] on [10/26 16:50 CST] Generated by [Tech Stats Reviewer](#) View your [Real-Time report](#).

Please [let us know](#) if you think there's a mistake.