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?

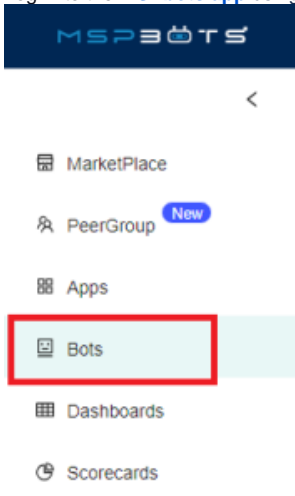The Tech Stat Reviewer bot is triggered by the following events:

- 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.
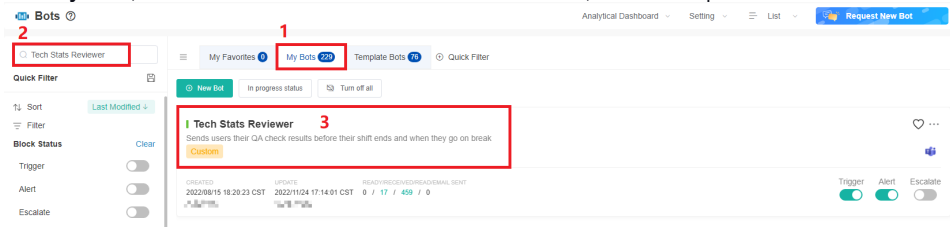
How to Setup the Tech Stats Reviewer Bot

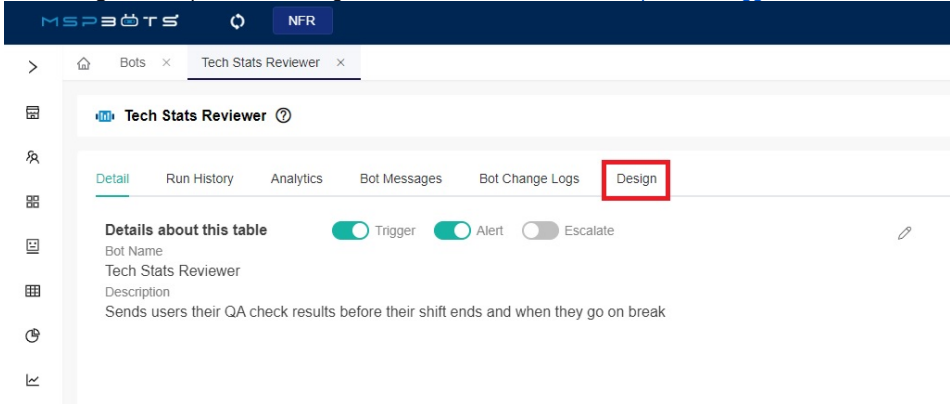*Only users with the admin role can set up and modify the Tech Stat Reviewer bot.*

1. Log in to the **MSPbots app** using your Office 365 account and go to **Bots**.
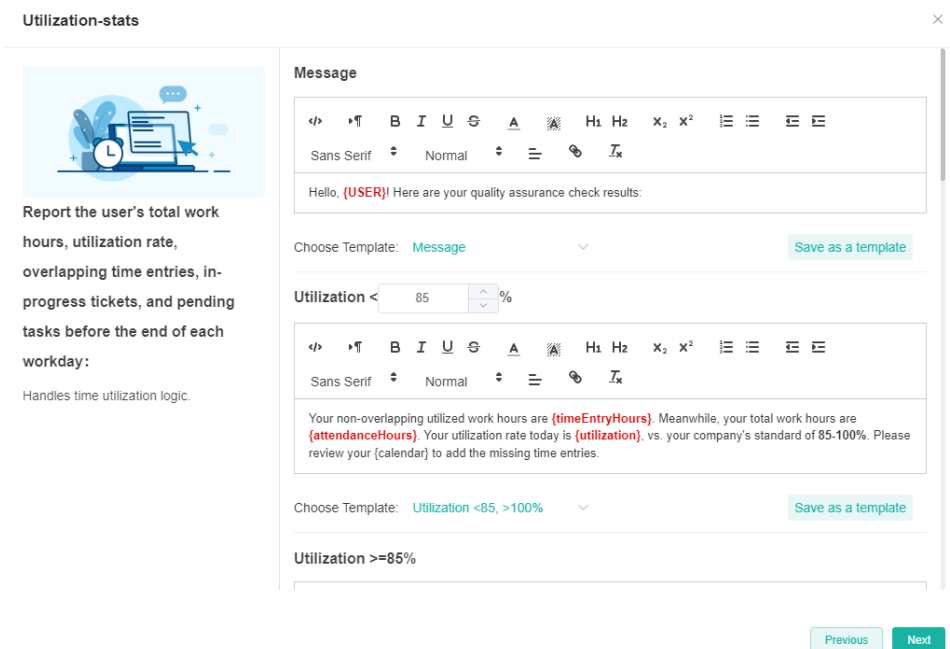
2. Click **My Bots**, search for **Tech Stats Reviewer** in the search bar, and click it open.

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

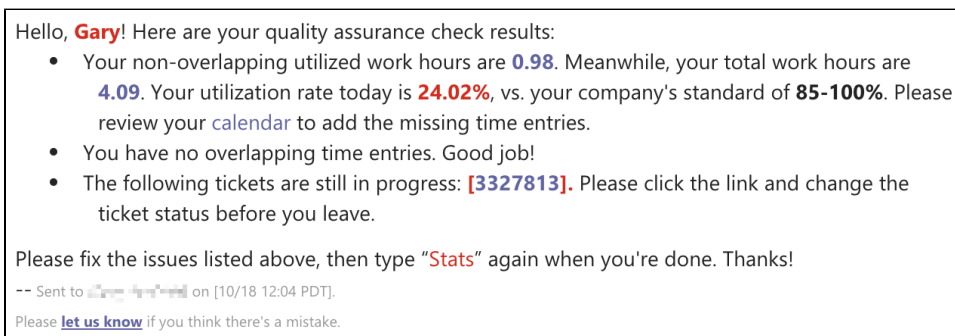Below is an example of a bot message for utilization.

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.

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 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, ▮▮▮▮! 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 [▮▮▮▮▮▮▮] 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.