

Team GPS App

The Team GPS app in MSPbots is a tool that helps you validate data before it gets published in the [Team GPS software](#). With this app, you have dashboards and widgets where you check ahead how employees fare against your company's key performance indicators (KPIs) and ensure the data for the Team GPS software is accurate.

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Who is the Team GPS app for?

The Team GPS app in MSPbots is available to business owners and managers using the Team GPS software offered by [IT By Design](#). To date, it pulls data from the following integrations:

- [ConnectWise Manage](#)
- [Kaseya BMS](#)
- [Customer Thermometer](#)
- [SimpleSat](#)
- [SmileBack](#)

What are the requirements for using the Team GPS app?

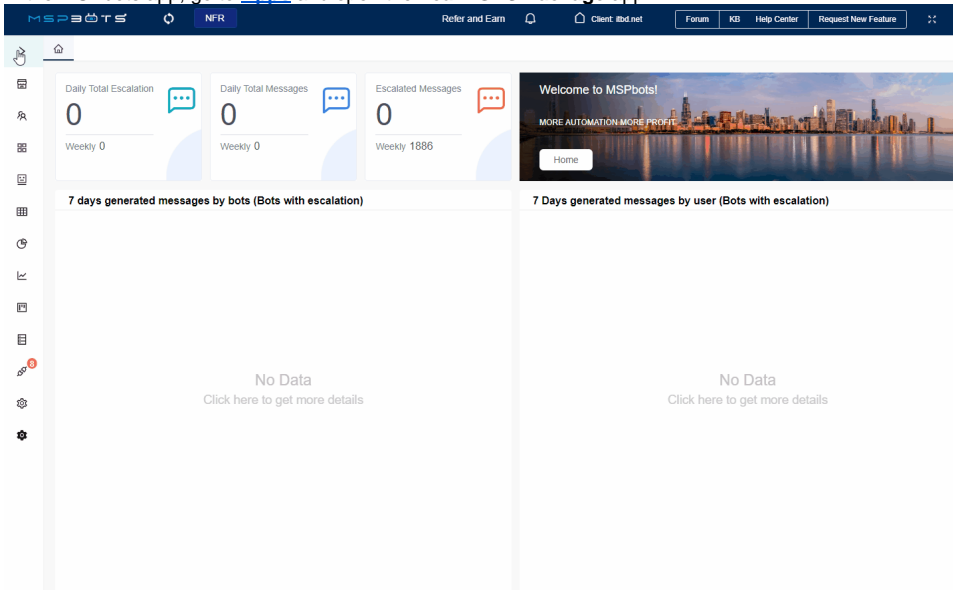
Ensure that you have the following before you start using the app:

- MSPbots app login
- Successful integration of your PSA to MSPbots

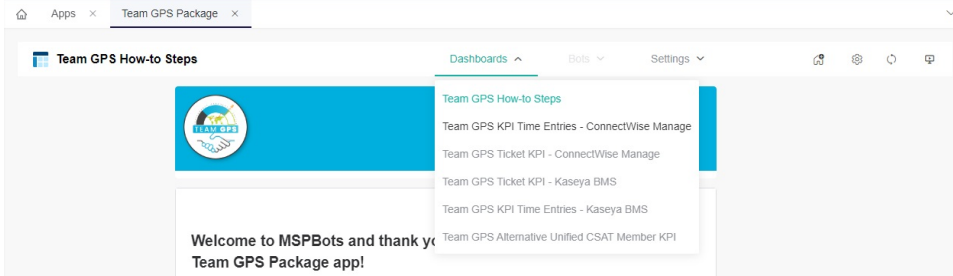
To connect your PSA, select the [link to your PSA](#).

How to start using the Team GPS app

1. [Sign up](#) with MSPbots and log in.
2. Link your PSA account software. To connect your PSA, select the [link to your PSA](#) above or view the [List of integrations with setup instructions](#).
3. Add ryan.bailey@itbd.net and vatsal.dubey@itbd.net as consultants. Refer to the article [Consultant Management Feature](#) for instructions on how to add a consultant.
4. In the MSPbots app, go to [Apps](#) and open the **Team GPS Package** app.

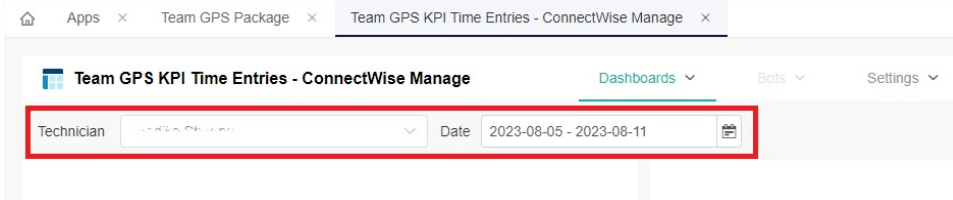


5. Navigate to the **Dashboard** menu and select the type of KPI data you want to view. This could be time entries or tickets.



Only admins and users with the consultant role have access to the dashboards.

6. Select an employee from the **Technician** dropdown list and a date range from the **Date** slicer.

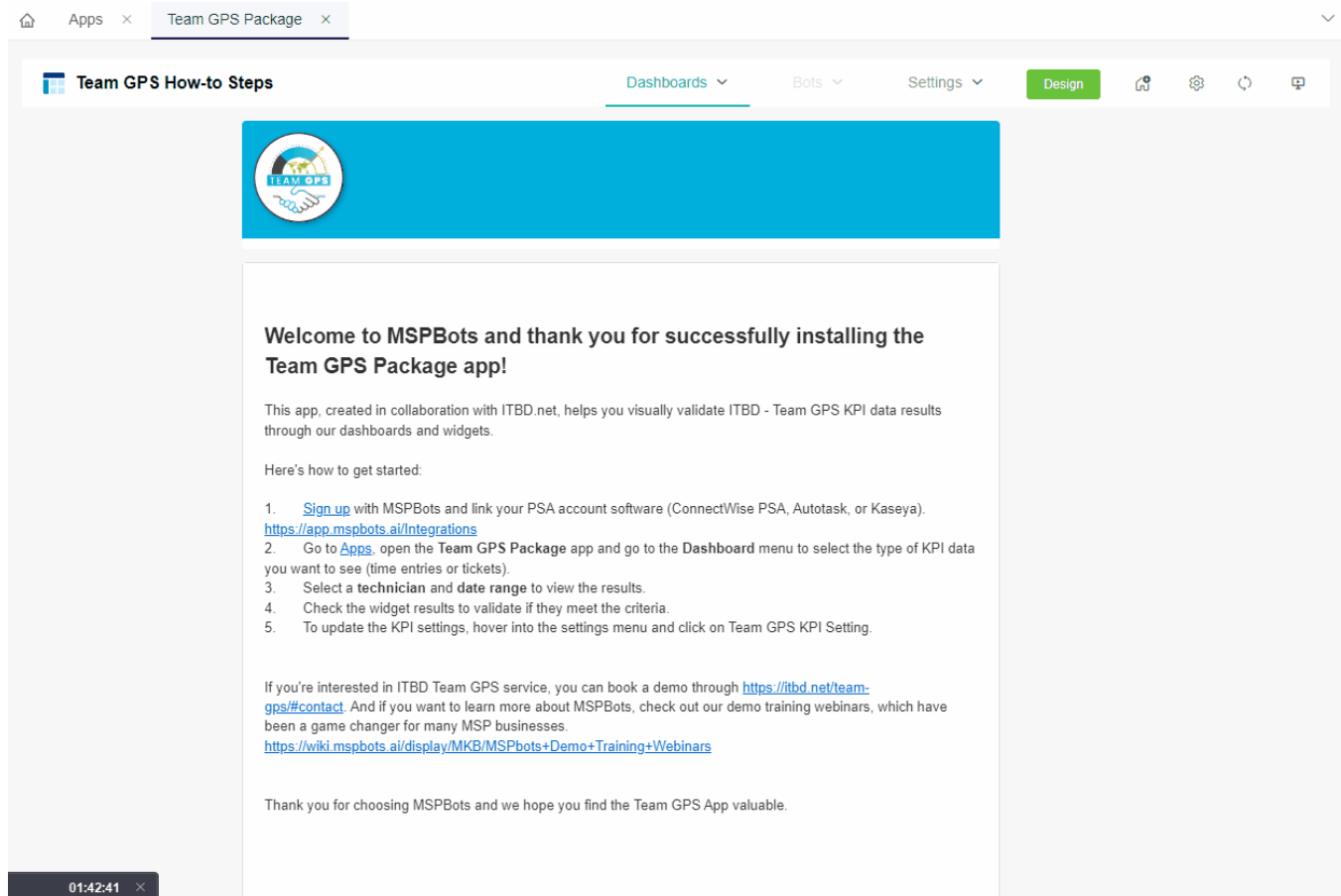


7. Now, go to the dashboards to validate if the values in the widgets are consistent with your PSA's data. If the values do not meet your expected results, [update the KPI settings](#).

For more information on the dashboards, read the section [What are the Team GPS dashboards?](#)

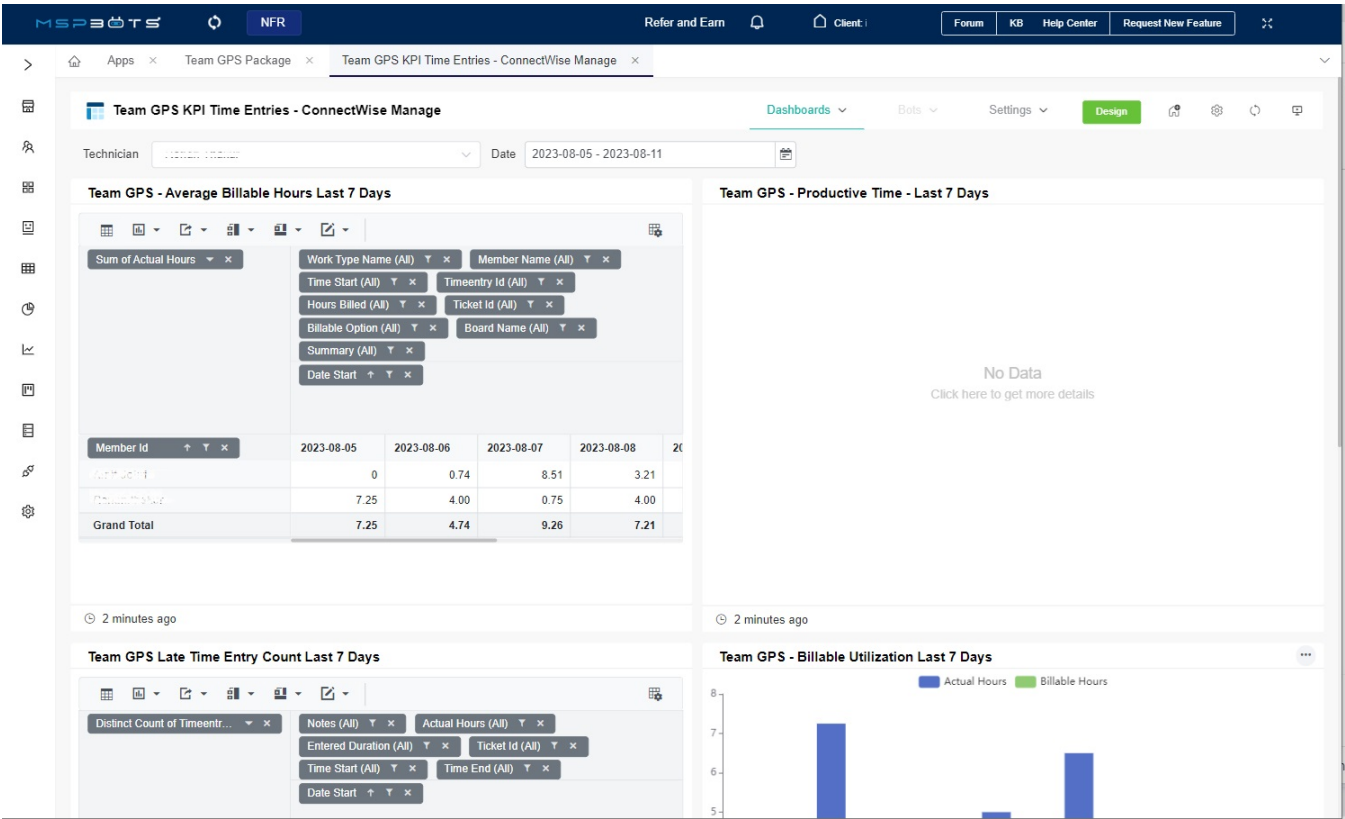
Updating the KPI settings

To update the KPI settings, go to **Settings > Team GPS KPI Setting**, then adjust the settings until the values shown in the dashboards display the correct values.



What are the Team GPS dashboards?

The Team GPS dashboards in MSPbots have widgets that let you validate results for KPIs and time entries. Below is an example of a dashboard.



These are the available dashboards for the Team GPS app in MSPbots.

Dashboards	Widgets	Widget Description
Team GPS KPI Time Entries - Connectwise Manage	Team GPS - Average Billable Hours Last 7 Days	Shows a detailed breakdown of member's billable hours for the last 7 days
	Team GPS - Productive Time - Last 7 Days	Shows each member's productive time in the last 7 days.
	Team GPS Late Time Entry Count Last 7 Days	Shows the number of late time entries for each member over the past 7 days. Late time entries are calculated as the difference between the start time and the date_entered time.
	Team GPS - Billable Utilization Last 7 Days	Shows each member's billable utilization in the last 7 days.
	Team GPS Unscheduled Leave Last 7 Days	Shows the count of each member's unscheduled leave for the last 7 days
Team GPS Ticket KPI - ConnectWise Manage	Team GPS - Same Day Close Ticket Details Last 7 Days	Shows the number of tickets that each member closed on the same day the tickets were opened
	Team GPS - Member First Touch Resolution Last 7 Days Ticket Details	Shows member details with a drill-through for ticket ID, board name, summary resolved by, resolved date, and time_entry count. Shows a count of tickets resolved by a member that has equal to or less than 1-time entries.
	Team GPS - Resolved Tickets Last 7 Days	Shows the member details with Drill through for ticket ID, board name, summary resolved by, and resolved date
	Team GPS - P1 Response SLA Compliance Ticket Details - Last 7 Days	Shows each member's compliance to Priority 1 Response SLA Compliance over the last 7 days
	Team GPS - P1 Resplan SLA Compliance Ticket Details - Last 7 Days	Shows each member's compliance to Priority 1 Resplan SLA Compliance over the last 7 days

	Team GPS - P1 Resolution SLA Compliance Ticket Details Last 7 Days	Shows each member's compliance to Priority 1 Resolution SLA Compliance over the last 7 days
	Team GPS - P2 Response SLA Compliance Ticket Details - Last 7 Days	Shows each member's compliance to Priority 2 Response SLA Compliance over the last 7 days
	Team GPS - P2 Resplan SLA Compliance Ticket Details Last 7 Days	Shows each member's compliance to Priority 2 Resplan SLA Compliance over the last 7 days
	Team GPS - P2 Resolution SLA Compliance Ticket Details Last 7 Days	Shows each member's compliance to Priority 2 Resolution SLA Compliance over the last 7 days
	Team GPS - P3 Response SLA Compliance Ticket Details Last 7 Days	Shows each member's compliance to Priority 3 Response SLA Compliance over the last 7 days
	Team GPS - P3 Resplan SLA Compliance Ticket Details Last 7 Days	Shows each member's compliance to Priority 3 Resplan SLA Compliance over the last 7 days
	Team GPS - P3 Resolution SLA Compliance Ticket Details Last 7 Days	Shows each member's compliance to Priority 3 Resolution SLA Compliance over the last 7 days
Team GPS Ticket KPI - Kaseya BMS	Team GPS - Same Day Close Ticket Details Last 7 Days Kaseya BMS	Shows the number of tickets each member closed on the same day the tickets were opened.
	Team GPS - Member First Touch Resolution Last 7 Days Ticket Details Kaseya BMS	Shows the member details with drill-through for ticket id, board name, summary resolved by, resolved date, and time_entry count.
	Team GPS - Resolved Tickets Last 7 Days Kaseya BMS	Shows member details with drill-through for ticket id, board name, summary resolved by, and resolved date
	Team GPS -P1 Response SLA Compliance Ticket Details - Last 7 Days Kaseya BMS	Shows each member's compliance to Priority 1 Response SLA Compliance over the last 7 days
	Team GPS -P1 Resolution SLA Compliance Ticket Details - Last 7 Days Kaseya BMS	Shows each member's compliance to Priority 1 Resolution SLA Compliance over the last 7 days
	Team GPS -P2 Response SLA Compliance Ticket Details - Last 7 Days Kaseya BMS	Shows each member's compliance to Priority 2 Response SLA Compliance over the last 7 days
	Team GPS -P2 Resolution SLA Compliance Ticket Details - Last 7 Days Kaseya BMS	Shows each member's compliance to Priority 2 Resolution SLA Compliance over the last 7 days s
	Team GPS -P3 Response SLA Compliance Ticket Details - Last 7 Days Kaseya BMS	Shows each member's compliance to Priority 3 Response SLA Compliance over the last 7 days
	Team GPS -P3 Resolution SLA Compliance Ticket Details - Last 7 Days Kaseya BMS	Shows each member's compliance to Priority 3 Response SLA Compliance over the last 7 days
Team GPS KPI Time Entries - Kaseya BMS	Team GPS - Average Billable Hours Last 7 Days Kaseya BMS	Shows a detailed breakdown of each member's billable hours in the last 7 days
	Team GPS - Productive Time - Last 7 Days Kaseya BMS	Shows the productive time per member in the last 7 days
	Team GPS Late Time Entry Count Last 7 Days Kaseya BMS	Shows the number of late time entries for each member over the past 7 days.
	Team GPS - Billable Utilization Last 7 Days Kaseya BMS	Shows each member's billable time per member in the last 7 days.
	Team GPS Unscheduled Leave Last 7 Days Kaseya BMS	Shows the count of each member's unscheduled leave for the last 7 days
Team GPS Alternative Unified CSAT Member KPI	Team GPS CSAT Score	Shows the Team GPS CSAT daily scores in the last 90 days
	Team GPS Daily CSAT Response Rate	Shows the Team GPS daily CSAT Response Rate in the last 90 days
	Team GPS CSAT Score per Tech	Shows the Team GPS CSAT Scores per resource or technician in the last 90 days
	Team GPS Daily CSAT Response Rate per Tech	Shows the Team GPS daily CSAT Response Rate per resource or technician in the last 90 days

