

What Customization Options Are Available in the Attendance Manager

The Options setting of the Attendance Manager enables users to customize the Attendance dashboard to suit different user preferences. This article explains each option and how to modify them for your needs.

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Background information

Companies have unique preferences and needs to ensure efficient and seamless operations and maximize productivity. To meet these business requirements, go to the Options settings in the Attendance Manager app and tweak the dashboard settings to:

- Show details like the ticket number and time spent on a ticket,
- Allow receiving and sending commands using a mobile device, and
- Change the appearance of the Attendance dashboard.

Prerequisites for customizing settings

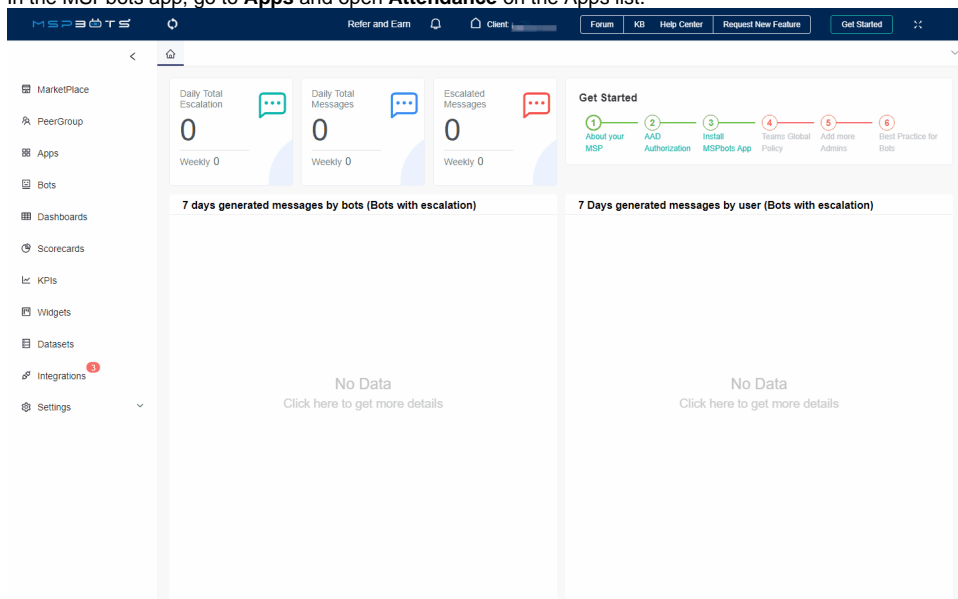
- Attendance Manager app installed in MSPbots
- Admin permissions to configure the Attendance Manager settings

What settings can I customize in the Attendance Manager?

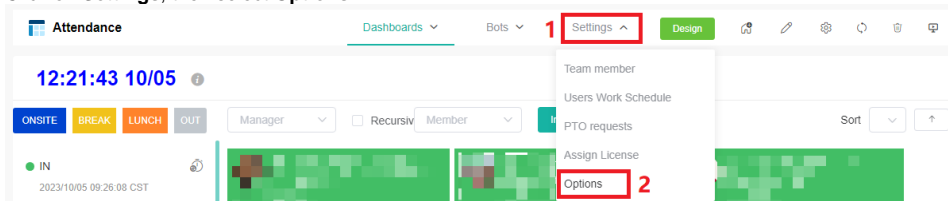
These are the settings for customization and the instructions on how to modify them.

How to modify the settings:

1. Open the Options settings.
 - a. In the MSPbots app, go to **Apps** and open **Attendance** on the Apps list.



b. Click on **Settings**, then select **Options**.



2. Configure the settings in the Options window.

a. **Attendance Status Color**

Modify this setting to customize the color of the attendance statuses displayed in the Attendance dashboard.

- i. On the **Basic** tab, go to the **Attendance Status Color**.
- ii. Click the color button corresponding to the attendance status you want to modify.
- iii. Select a color and click **OK**.
- iv. Repeat for the other statuses as needed.

Options

Basic

Approval Flow

Attendance Status Color

[Reset to default](#)

IN

OUT

PTO

ONSITE

BREAK

LUNCH

WFH

Show Ticket Number & Time

When the switch is on, the attendance status card will show the ticket number and time.

User's Current In-Progress Ticket

Tickets meet below rule would be considered as user's current ticket.

☐ Ticket is in-progress, user is the ticket owner

☒ Ticket is in-progress, user is the last one changed the ticket to "in progress"

Text Color

Customize text color for Ticket Number & Time to match the background.

test		
Priority 1 - Critical (All Users Down)		Ticket Number/Time
Priority 5 - Critical (test)		Ticket Number/Time
Priority 2 - High (One User Down)		Ticket Number/Time
Priority 3 - Quick Response		Ticket Number/Time

b. **Show Ticket Number & Time Show**

Click the **Show Ticket & Time** switch to view the technician's current ticket number and the total time spent working on it.

Show Ticket Number & Time

When the switch is on, the attendance status card will show the ticket number and time.

☒

When the switch is ON, the Attendance status card displays the ticket number assigned to the technician and the time he has spent on the ticket. The card shows the idle time if the technician is not working, and nothing will be displayed if the switch is OFF.

c. Text Color

Modifying this setting changes the text color for the ticket number and time. When the **Show Ticket Number & Time** switch is enabled, you must adjust the text color for displaying the ticket number and time to ensure that it matches the background color.

Text Color

Customize text color for Ticket Number & Time to match the background.

priority ☐ Ticket Number/Time

Company Name

When the switch is turned on, the details.

When the switch is off, com recognized and abandoned.

Clear OK

 **John Smith**
Senior Data Analyst
Manager
Emily Johnson
in : 0d 28m

VR-2028 / 14422h 27m


 **Michael Williams**
Data Analyst
Manager
Sarah Davis
in : 0d 2h 42m


idle: 2h 42m

d. Company Name

Enable this option to display the company name in the status card details.


Company Name

When the switch is turned on, the company name will be displayed in the status card details. 



Sarah Davis
Testing Engineer
Manager
John Smith
in : 0d 7h 34m
MB-29789 / 314h 44m

Manager



John Smith
Testing Manager

Ticket Details MB-29789 / 314h 44m

In 24 hours

Company: mspbots.ai

Summary: Reduce the use of timers for card number.

Ticket Owner: Emily Johnson


Ticket Resource: Emily Johnson

Sarah Davis changed the ticket to "QA testing" 314h 44m ago

e. Allow Attendance commands from MS Teams on your mobile app

This option enables MSPbots to recognize and respond to Attendance commands from iOS and Android platforms based on your company's requirements and security policies. The switch is ON by default and recognizes commands from all platforms including Web, Mac, and Windows.

Allow Commands from Mobile APPs

When the switch is off, commands from mobile APPs would be recognized and abandoned (Microsoft Teams only). 

Commands from iOS and Android are rejected when the switch is OFF. You will receive the following response:
"Attendance commands from mobile are not allowed, please send your command from desktop."

Commands from the Web, Mac, and Windows platforms are recognized even when the option is disabled. The available commands for mobile apps are:
in (in at), break, lunch, onsite, back, WFH, out (out at), stats, and PTO.


f. Customize Ticket URL

This option allows you to customize the ticket URL. When the "Customize Ticket URL" switch is turned on, your customized ticket URL will take effect. This link is shared across all Next Ticket apps and Attendance Manager apps.


You can customize the ticket URL using the following format, replacing the actual ticket number with the `{{TicketNumber}}` token:

- For example, if the original ticket URL is https://manage.mspbottsample.com/v4_6_release/ConnectWise.aspx?locale=en_US&routeTo=ServiceFV&recid=5027470, and you want to customize the ticket URL to <https://mtx.link/5027470>, you need to enter <https://mtx.link/{{TicketNumber}}> in the "Customize Ticket URL" option. So, when you click on the ticket number, the link will point to <https://mtx.link/5027470>.

The "Customize Ticket URL" feature is universal in the Attendance Manage and all NextTicket apps:

-  If you toggle on the "Customize Ticket URL" switch in any one of the attendance management or all the NextTicket apps, the switch for this feature in the remaining apps will also be turned on. If you turn off the switch in any of these apps, the switch for this feature in the remaining apps will also be turned off.
- When you configured the "Customize Ticket URL" in any of these apps, it will be applied to all the remaining apps.
- If the "Customize Ticket URL" switch is turned off, the ticket links will remain as the originally generated links.

Customize Ticket URL

When the switch is on, the Custom Ticket URL will take effect. This URL is shared between Next Ticket and Attendance. 

eg. <https://mspbpts.ai/{{TicketNumber}}>

3. Click **Save** to keep the configuration.

What is the Approval Flow tab in Options?

Admin users can set the approvers for user-submitted PTO requests in the **Approval** tab.

Options ✕

Basic

Approval Flow

All/One

One Must Approve

Approvers

{Your Manager} ✕

Exceptions

@.ft.com

Cancel

Save

Related Topics

- [How to Set Up PTO Requests in the Attendance Manager](#)
- [How to Apply for PTO in MS Teams](#)