Teams Gamification Feature in the Late Time Entry Analysis for ConnectWise Manage App
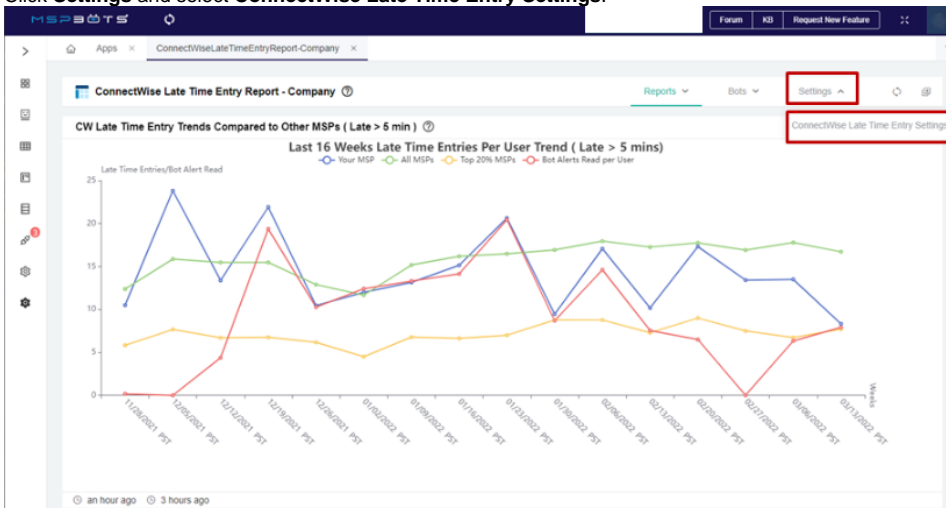
What is the Teams Game Feature?

The Late Time Entry Gamification feature in MSPbots aims to help technicians reduce their late time entry hours through friendly competition.

The employees are divided into groups that are predefined by the management prior to the competition. Each employee is expected to reduce individual average late time entry hours per week to help reduce the team's average late time entry hours. Less late time entry hours mean fewer missed billable hours and more accurate data for utilization and agreement profitability computations.

How to create teams in the Late Time Entry app

1. Open the Late Time Entry Analysis for ConnectWise Manage app.
2. Click **Settings** and select **ConnectWise Late Time Entry Settings**.
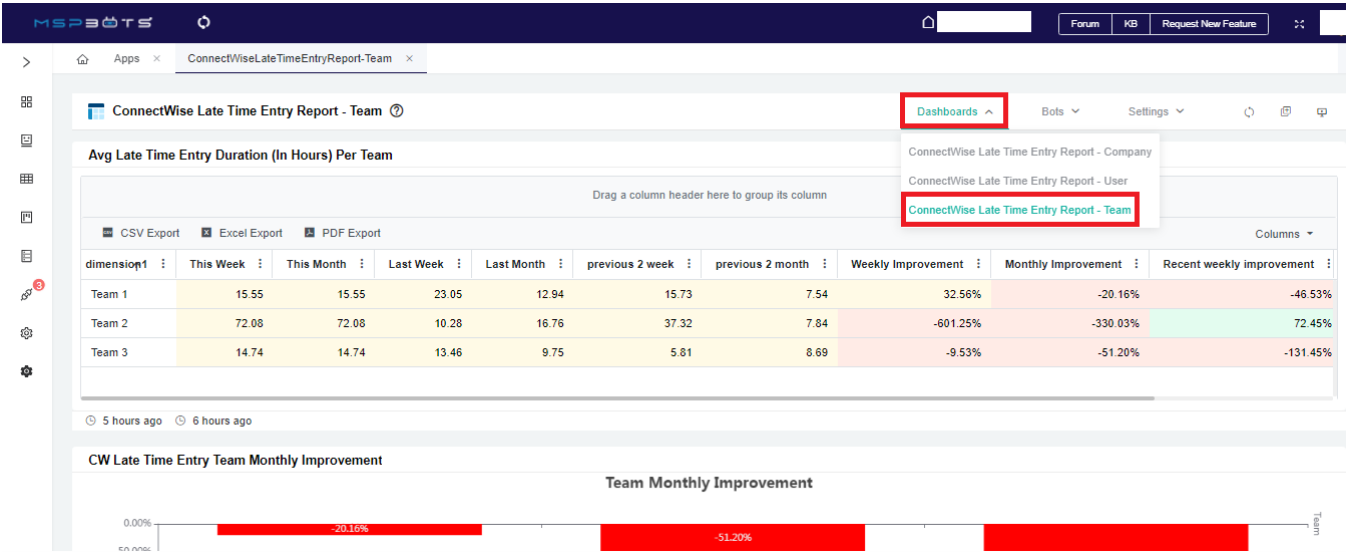

3. Scroll down to the **Team Members** section.
4. Provide the following information on the designated fields:
   - In the **Team Name** column, enter the name of the teams.
   - In the **Team ID** column, enter the applicable team number of the corresponding team.
   - From the **Team Member** list, select the names of the employees that belong to the corresponding team.
5. If you need to create more than 3 teams, click **+Add** at the lower left part of the page.

6. Click the **Submit** button to save the changes.

How to access the ConnectWise Late Time Entry per team report

To access the ConnectWise Late Time Entry Per Team report,

1. Open the Late Time Entry Analysis for ConnectWise Manage app.
2. Go to **Dashboards**.
3. Select **Connectwise Late Time Entry Report-Team** from the drop-down menu.

How to view the results

The system automatically tallies the results of the competition every Friday. These results can be viewed from the following columns:

- **Last Month**. In the **Last Month** column, you can see the team or the technician's average late time entry hours last month.
- **This Month**. In the **This Month** column, you can see the team or the technician's average late time entry hours this month.
- **Last Week**. In the **Last Week** column, you can see the team or the technician's average late time entry hours last week.
- **This week**. In the **This Week** column, you can see the team or the technician's average late time entry hours this week.
- **Improvement Rate**. In the **Improvement Rate** column, you can see the ratio of change from last week's average late time entry hours to this week's average late time entry hours.

Note: If the average late time entry hour of a team or technician for a week is less than 50%, the score is highlighted in green. If it is more than 50%, the score is highlighted in yellow.
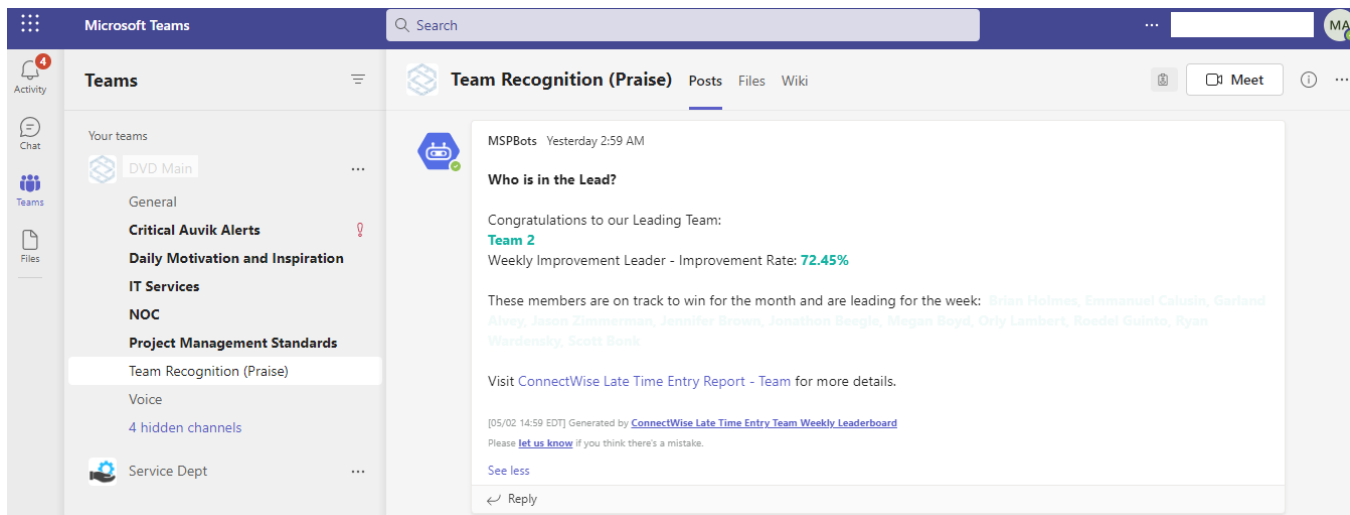
How scores are computed
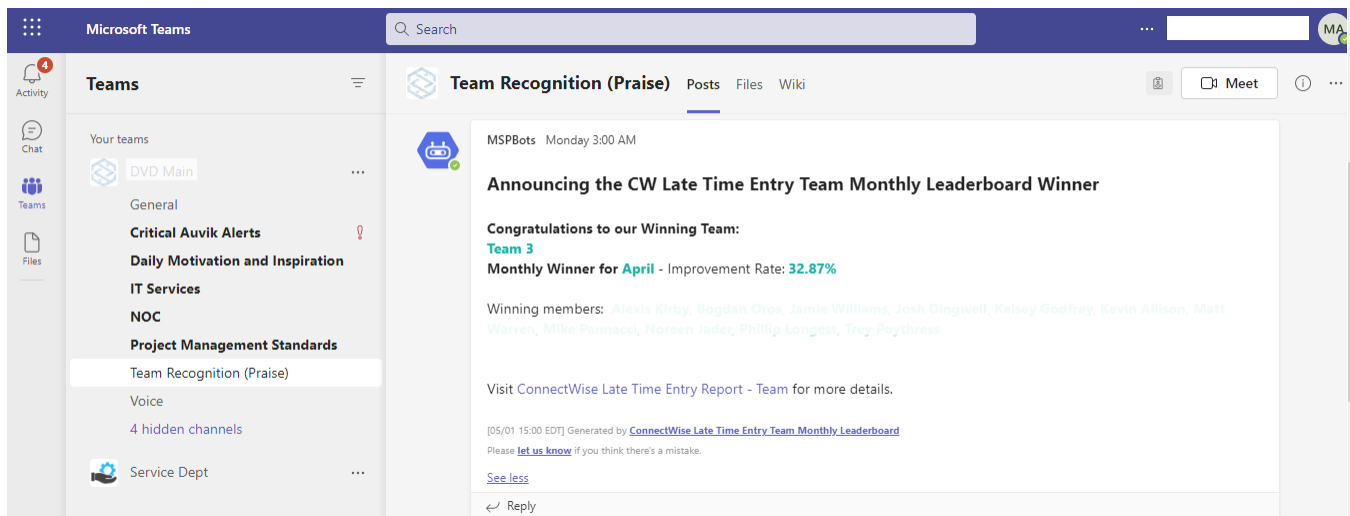
Scores are computed using the following formula:

$$\text{Improvement Rate} = \frac{\text{Last Week's Avg Late Entry Hours} - \text{This Week's Avg Late Entry Hours}}{\text{Last Week's Avg Late Entry Hours}}$$

Announcement of leaderboard winners

MSPbots can make announcements of the Monthly and Weekly Leaderboard Winners for ConnectWise Late Time Entry through your preferred Teams Channel using the MSPbots.assistant@mspbots.ai Teams account. Below is an example of the weekly leaderboard winners posted every Monday at 10 AM CST.

Below is an example of the monthly leaderboard winners posted every 1st day of the month.

Gamification Ideas

1. Every month, members of the winning team each get a $5 Amazon Gift Card. Team games get everyone mobilized because no one wants to be the person who would let the whole team down.
2. For weekly individual games, pick the top 5 winners for the lowest average late time entry hours.
3. Reward the most improved team or the most improved individuals.