Team Utilization Suite for ConnectWise Manage Integration

This app contains dashboards that use data from time entries to calculate the Utilization, Realization, and Billable Utilization of a team. The different widgets included in this suite will help Business Owners and Service Managers reach their target utilization and answer questions such as:

- Are your team members recording their time entries correctly?
- Is your team working on too many internal or non-billable tickets? •
- Is your team's workload managed effectively?

This page contains the following information:

- 1. List of Dashboards and Descriptions
- 2. Terms and Calculations
- 3. Team Utilization Summary Dashboard
- 4. Team Utilization Comparison Dashboard
- 5. Team Utilization Compare Periods Dashboard
- 6. Team Utilization Compare Teams Dashboard
- 7. Team Utilization Work Category Dashboard
- 8. Team Utilization Non-Billable Time Dashboard
- 9. Team Utilization Daily Time Span Dashboard
- 10. Team Utilization Daily Chart Dashboard
- 11. Team Utilization Weekly Chart Dashboard
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 - - 13.1. Related Topics

1. List of Dashboards and Descriptions

Dashboard Name	Description
Team Utilization - Summary	This dashboard shows key team metrics and highlights the Utilization, Realization, and Billable Utilization for the selected date range. It also has column charts that show the monthly trend for these metrics over the last 12 months.
Team Utilization - Comparison	This dashboard contains a table that shows a breakdown of KPIs on a per-technician level to allow managers to review the performance of specific teams or individuals. It also has graphs that show the top technicians or teams based on utilized and realized hours.
Team Utilization - Compare Periods	This dashboard has two similar tables showing the breakdown of KPIs on a per-technician level to allow the comparison of an individual's utilization with other members or across different periods.
Team Utilization - Compare Teams	This dashboard has two similar tables showing the breakdown of KPIs on a per-team level to allow the comparison of a team's utilization across different periods or against other teams.
Team Utilization - Work Category	This dashboard shows recorded hours for each Work Category and Business Unit on a per-team or technician level.
Team Utilization - Non- Billable Time	This dashboard gives a complete breakdown of time entries tagged as Do Not Bill or No Charge on a per-team and technician level. It also shows the proportion of non-billable time recorded against customer and internal teams.
Team Utilization - Daily Time Span	This dashboard shows a comparison between the computed Total Daily Span (hours spent by a technician) and Total Labor Hours (hours logged for work by a technician).
Team Utilization - Daily Chart	This dashboard shows the daily average and trend for the KPIs Utilization, Realization, Billable Utilization, Do Not Bill, and No Charge.
Team Utilization - Weekly Chart	This dashboard shows the weekly average and trend for the KPIs Utilization, Realization, Billable Utilization, Do Not Bill, and No Charge.
Team Utilization - Non- Business Hours	This dashboard gives a breakdown of Time Entries under Non-Business Hours on a per-technician and date entry level.
(SETTINGS) Team Utilization Suites Settings for App Package	This contains settings for dashboards under the Team Utilization suites for ConnectWise Manage Integration. For Team Utilization, users can select which among their companies should be tagged as internal and also assign teams to technicians.

2. Terms and Calculations

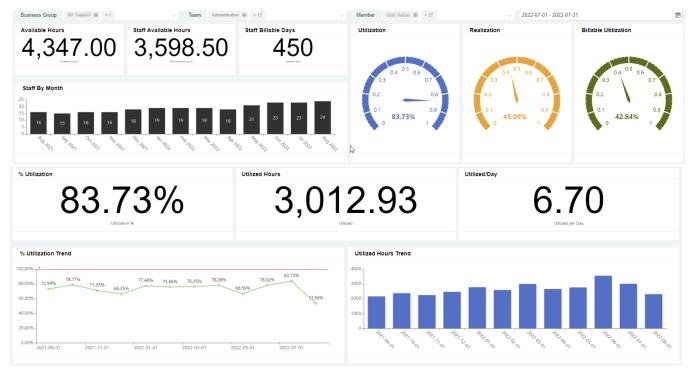
Term	Definition/Calculation
Available Hours	Daily capacity recorded per member multiplied by the number of weekdays for the selected date range
Staff Available Hours	Available Hours less PTO hours

Staff Billable Days	Staff Available Hours divided by 8 hours. This is used to compute for utilized/day, realized/day, and billable utilized/day.
Utilized Hours	Actual hours worked based on time entries excluding PTO hours
Utilization %	Utilized Hours / Staff Available Hours
Realized Hours	Utilized Hours excluding time entries against internal companies
Realization %	Realized / Staff Available Hours
Billable Utilized Hours	All time entries that are considered Realized and are Billable
Billable Utilization %	Billable hours / Staff Available Hours
РТО	Total hours of recorded Paid Time Off such as Holiday, Lunch, Vacation, and Personal
Invoiceable	Time entries that are Billable but not against an agreement
No Charge	Total hours of time entries tagged as No Charge
Do Not Bill	Total hours of time entries tagged as Do Not Bill
Business Hours	Labor / Actual hours spent working within business hours
Non-Business Hours	Labor / Actual hours spent working outside of business hours
Daily Span	Latest time entry End Time less the earliest time entry Start Time of each member for each day
Labor Hours	Total actual hours worked based on time entries

3. Team Utilization - Summary Dashboard

The Summary dashboard shows key team metrics and highlights the Utilization, Realization, and Billable Utilization for the selected date range. It also has column charts that show the monthly trend for these metrics over the last 12 months.

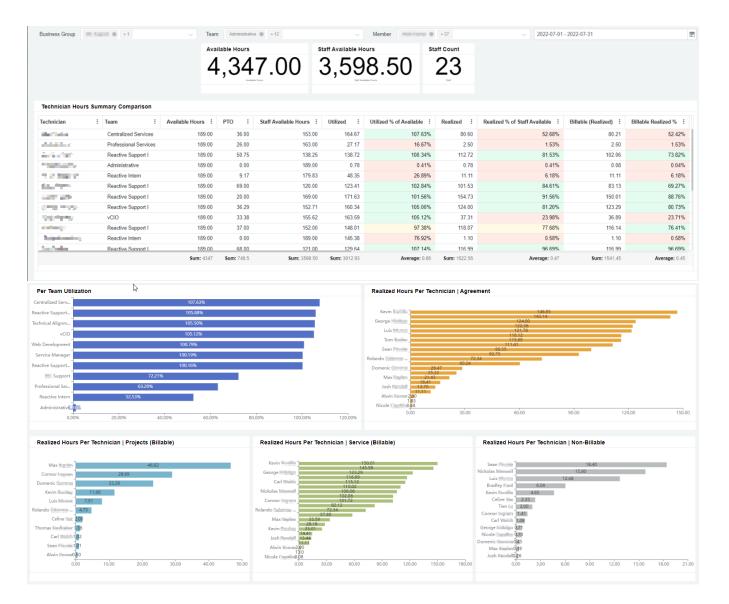
The available slicers are Business Group, Team, Technician, and Date Range slicers.



4. Team Utilization - Comparison Dashboard

This dashboard contains a table that shows a breakdown of KPIs on a per-technician level to allow managers to review the performance of specific teams or individuals. It also has graphs showing the top technicians or teams in terms of utilized and realized hours.

The available slicers are Business Group, Team, Technician, and Date Range slicers.



5. Team Utilization - Compare Periods Dashboard

This dashboard has two similar tables showing the breakdown of KPIs on a per-technician level to allow users to compare an individual's utilization across different periods or against other members.

The available slicers are Business Unit, Team, Technician, and Date Range slicers.

Business Group	Support 🛞 + 1	 Team 	Administrative 🛞 + 12	Technician	Helder III	
Pre Period	2022-07-01 - 2022-07-31	(a)				

Pre Period	Technician	Hours	Summany	(Period)	

Technician	: Team	Available Hours :	PTO :	Staff Available Hours	Utilized :	Utilized % of Available	Realized :	Realized % of Staff Available	Billable (Realized)	Billable Realized %	Billable(Realized) per
Max Ingilia	Centralized Services	180.00	24.00	156.00	136.98	87.81%	65.10	41.73%	62.98	40.37%	
Alwin Harmen	Professional Services	180.00	24.00	156.00	19.50	12.50%	2.00	1.28%	2.00	1.28%	
Bradley 💷	Reactive Support I	180.00	15.00	165.00	155.47	94.22%	129.95	78.76%	119.10	72.18%	
Nicole in and	Administrative	180.00	0.00	180.00	0.09	0.05%	0.09	0.05%	0.00	0.00%	
Darlin Fieldlynas	Reactive Intern	180.00	0.00	180.00	159.05	88.36%	39.52	21.96%	39.52	21.96%	
Sean Filantia	Reactive Support I	180.00	20.98	159.02	153.66	96.63%	131.40	82.63%	111.08	69.85%	
Kevin	Reactive Support I	180.00	25.55	154.45	135.05	87.44%	122.41	79.26%	121.79	78.85%	
		Sum: 4320	Sum: 559.1	Sum: 3760.90	Sum: 2802.98	Average: 0.76	Sum: 1510.07	Average: 0.42	Sum: 1432.38	Average: 0.4	Avera

Post Period 2022-08-01 - 2022-08-31

Post Period Technician Hours Summary (Period)

Technician	: Team :	Available Hours :	PTO :	Staff Available Hours	Utilized :	Utilized % of Available	Realized :	Realized % of Staff Available	Billable (Realized)	Billable Realized %	Billable(Realized) per l
Max Maxim	Centralized Services	189.00	36.00	153.00	164.67	107.63%	80.60	52.68%	80.21	52.42%	
Alwin Manual	Professional Services	189.00	26.00	163.00	27.17	16.67%	2.50	1.53%	2.50	1.53%	
Bradley Cimil	Reactive Support I	189.00	50.75	138.25	138.72	100.34%	112.72	81.53%	102.06	73.82%	
Nicole Capalita	Administrative	189.00	0.00	189.00	0.78	0.41%	0.78	0.41%	0.08	0.04%	
Darlin	Reactive Intern	189.00	9.17	179.83	48.35	26.89%	11.11	6.18%	11.11	6.18%	
		Sum: 4347	Sum: 748.5	Sum: 3598.50	Sum: 3012.93	Average: 0.86	Sum: 1622.56	Average: 0.47	Sum: 1541.45	Average: 0.45	Aver

6. Team Utilization - Compare Teams Dashboard

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This dashboard has two similar tables showing the breakdown of KPIs on a per-team level to allow users to compare a team's utilization across different periods or against other teams.

The available slicers are Business Unit, Team, Technician, and Date Range slicers.

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ecnnician Hours Si	ummary per Technici	an Pre Period								
Team I	Available Hours	Staff Available Hours	Utilized 1	Utilized % of Available	Realized :	Realized % of Staff Available	Billable (Realized)	Billable Realized %	Invoiceable	Inv % of Total
Administrative	45.00	45.00	0.14	0.31%	0.14	0.31%	0.00	0.00%	0.00	0.00%
Centralized Services	162.00	138.00	136.98	99.26%	65.10	47.17%	62.98	45.64%	39.24	28.43%
Support	486.00	430.92	269.52	62.55%	75.64	17.55%	69.67	16.17%	1.00	0.23%
rofessional Services	306.00	282.00	152.19	53.97%	46.94	16.65%	46.94	16.65%	12.20	4.33%
Reactive Intern	306.00	306.00	259.76	84.89%	40.36	13.19%	40.36	13.19%	9.17	3.00%
Reactive Support I	1,440.00	1,207.96	1,107.72	91.70%	930.55	77.03%	876.36	0.00%	65.13	0.00%
Reactive Support II	360.00	214.03	192.21	89.81%	161.98	75.68%	154.05	71.98%	32.40	15.14%
Service Manager	171.00	150.00	145.38	96.92%	14.44	9.63%	14.11	9.41%	0.10	0.07%
Technical Alignment	171.00	155.82	150.07	96.31%	93.46	59.98%	87.99	56.47%	25.88	16.61%
Technical Intern	117.00	105.00	103 52	98 59%	19 37	18 45%	19 37	18.45%	0.00	0.00%

Post Period 2022-08-01 - 2022-08-31

Technician Hours Summary per Tech	nician Post Period
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Team :	Available Hours	Staff Available Hours	Utilized :	Utilized % of Available	Realized :	Realized % of Staff Available	Billable (Realized)	Billable Realized %	Invoiceable :	Inv % of Total
Administrative	63.00	63.00	0.78	1.24%	0.78	1.24%	0.08	0.13%	0.00	0.00%
Centralized Services	189.00	153.00	164.67	107.63%	80.60	52.68%	80.21	52.42%	59.17	38.67%
Support 8	567.00	512.52	370.09	72.21%	62.24	12.14%	59.89	11.69%	2.00	0.39%
Professional Services	378.00	343.00	216.77	63.20%	79.59	23.20%	79.59	23.20%	5.25	1.53%
Reactive Intern	378.00	368.83	193.73	52.53%	12.21	3.31%	12.21	3.31%	0.07	0.02%
Reactive Support I	1,512.00	1,192.20	1,194.11	100.16%	1,000.65	83.93%	944.62	0.00%	17.94	0.00%
Reactive Support II	378.00	298.08	315.61	105.88%	262.73	88.14%	248.64	83.41%	55.45	18.60%
Service Manager	189.00	120.00	120.23	100.19%	13.70	11.42%	13.44	11.20%	0.00	0.00%
Technical Alignment	189.00	106.25	112.09	105.50%	56.34	53.03%	51.47	48.44%	23.29	21.92%
vCIO	189.00	155.62	163 59	105 12%	37 31	23 98%	36.89	23 71%	11 99	7 70%
	Sum: 4221	Sum: 3472.5	Sum: 3012.93	Average: 0.83	Sum: 1622.56	Average: 0.33	Sum: 1541.45	Average: 0.24	Sum: 175.16	Average: 0.08

7. Team Utilization - Work Category Dashboard

This dashboard shows recorded hours for each Work Category and Business Unit on a per-team or technician level.

The available slicers are Business Group, Team, Technician, and Date Range slicers.

Business Group Support @	+ 1		Team A	dministrative 🛞 + 12	2		 Technic 	ian Helder	+ 27		~ 2	2022-07-26 - 2022-1	08-25			
Work Category Hours Per 1	'eam															
· · · · · ·	⊡ • ⊠ •														15	
Sum of Hours 👻 🗙	Drop filter her	re														
Sum of % of Total 👻 ×	Work Categ	ory ↑ ▼ ×														
Team ↑ ▼ ×	< Activity			ChargeCode Proje			ProjectTicket	ProjectTicket			ServiceTicket			null		
	Hours	% of Total	% of Row To	Hours	% of Total	% of Row To	Hours	% of Total	% of Row To	Hours	% of Total	% of Row To	Hours	% of Total	% of Row To	
Administrative										0.21	0.01%	100.00%				
Centralized Services				88.92	2.18%	44.82%	49.22	1.20%	24.81%	60.27	1.48%	30.38%				
Support				152.34	3.73%	38.07%	14.50	0.35%	3.62%	85.29	2.09%	21.32%	148.00	3.62%	36.99%	
Professional Services				33.62	0.82%	14.99%	2.50	0.06%	1.11%	188.15	4.61%	83.89%				
										323.23	7.91%	100.00%				

Business Unit Hours | Per Team

Work Category Hours | Per Technician

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um of Hours 🔻 🗙	Drop filter here								
Sum of % of Total 👻 ×	Business Unit ↓ ▼ ×								
Team ↑ ▼ ×	MC Support			(Empty)					
	Hours	% of Total	% of Row Total	Hours	% of Total	% of Row Total			
dministrative	0.21	0.01%	100.00%						
entralized Services	198.41	4.86%	100.00%						
Support	400.13	9.80%	100.00%						
rofessional Services	52.50	1.29%	23.41%	171.77	4.20%	76.59			
Reactive Intern				323.23	7.91%	100.00			

Business Unit Hours | Per Technician

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100.00%

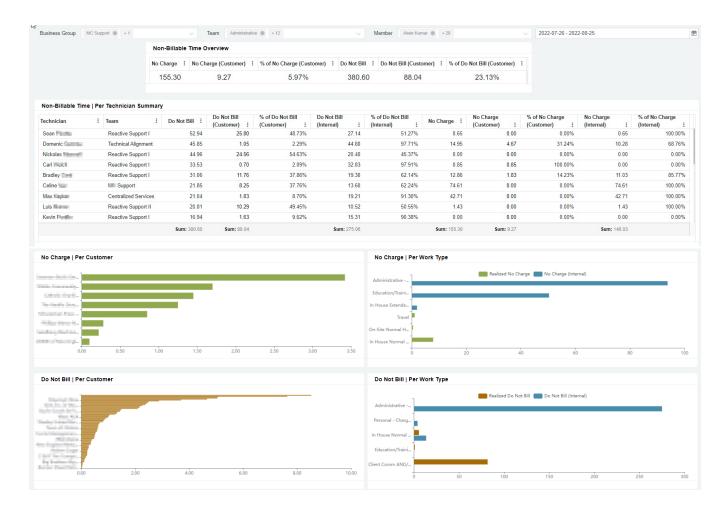
100.00%

₿. ▦ ◾ ▷ ੶ !! • !! • ▷ • Sum of Hours 👻 🗙 Sum of Hours 👻 🗙 Drop filter here Drop filter here Sum of % of Total 💌 🗙 Sum of % of Total 👻 🗙 Work Category 🕈 🔻 🗙 Business Unit ↓ ▼ × Avg of % of Row Total 🔻 × Avg of % of Row Total 🔻 × Technician ↑ ▼ × Activity ChargeCode Technician ↑ ▼ × MC Support (Empty) Hours % of Total % of Row T Hours % of Total % of Row T... Hours % of Total % of Row T... Hours % of Total % of Row T... Alwin . 28.00 0.69% 53.339 Alwin Internet 52.50 1.30% 100.00% Bradley | 49.25 1.22% 24.119 Bradley Carl 204.31 5.04% 100.00% 2.37% 5.15% Carl 95.83 45.969 Carl 208.49 100.00% Celine 109.49 2.70% 56.539 Celine 193.70 4.78% 100.00% Connor 2.17% 87.75 44.199 Connor La a 198.58 4.90% Darlin Hellen 197,73 4.88% Darlin Domenic 73.93 1.82% 37.189 Domenic 198.83 4.91% 100.00% George 44.47 1.10% 22.369 George I 198.90 4.91% 100.00% John Carles Berg John John 14.50 0.36% 100 00% Josh Manual I 30.47 0.75% 15.529 Josh 196.38 4.85% 100.00% Kevin Ferder 44.86 1.11% 23.209 Kevin Research 193.33 4.77% 100.00% Kevin Human 3.40 0.08% 1.64% 29.79 0.74% 14.399 Kevin ----207.09 5.11% 100.00%

8. Team Utilization - Non-Billable Time Dashboard

This dashboard gives a complete breakdown of time entries tagged as Do Not Bill or No Charge on a per-team and technician level. It also shows the proportion of non-billable time recorded against customer and internal teams.

The available slicers are Business Group, Team, Technician, and Date Range slicers.



9. Team Utilization - Daily Time Span Dashboard

This dashboard shows a comparison between the computed Total Daily Span (hours spent by a technician) and Total Labor Hours (hours logged for work by a technician).

The available slicers are Team, Technician, and Date Range slicers.

	+ 1	×. 1	Team Administ	rative 🛞 + 12			Technician	Helder	+ 27		2022-07-26 - 2022-08-2	5	
Daily Start End Total Summ	ary								Daily Data				
	• 2 • 1						13		Labor Date	Start Time	End Time :	Labor Hours	
Sum of Total Daily Span 👻 ×	Drop filter here								08-25-22	2022-08-25 07:00 CDT	2022-08-25 16:00 CDT	9.00	
Sum of Total Labors Hours 👻 🗙	Week + T	×							08-25-22	2022-08-25 07:00 CDT	2022-08-25 16:00 CDT	9.00	
eam ↑▼×	2022-08-22	-	2022-08-15		2022-08-08		2022-08-01		08-24-22	2022-08-24 06:06 CDT	2022-08-24 13:36 CDT	6.77	
Member Name + T ×	Total Daily	Total Labor	Total Daily	Total Labor	Total Daily	Total Labor	Total Daily	То	08-24-22	2022-08-24 11:26 CDT	2022-08-24 11:27 CDT	0.02	
	0.06	0.05	0.02	0.02	Total Daily	Total Eubor	0.03	10	08-24-22	2022-08-24 07:00 CDT	2022-08-24 13:24 CDT	6.02	
Administrative								-11	08-24-22	2022-08-24 06:32 CDT	2022-08-24 12:48 CDT	4.57	
Centralized Services	24.80	17.06	55.03	47.77	49.02	47.35	51.75	-11	08-24-22	2022-08-24 07:00 CDT	2022-08-24 16:00 CDT	9.00	
Support	43.47	41.88	99.42	98.92	91.62	91.83	90.18	-11	08-24-22	2022-08-24 07:00 CDT	2022-08-24 13:45 CDT	5.65	
Professional Services	34.75	25.25	55.50	47.00	64.42	45.92	74.00		08-24-22	2022-08-24 07:00 CDT	2022-08-24 12:12 CDT	5.68	
Reactive Intern	34.50	31.16	71.03	68.30	70.42	71.86	93.90		08-24-22	2022-08-24 07:00 CDT	2022-08-24 13:00 CDT	7.38	
Reactive Support I	215.29	203.94	390.57	367.18	390.41	363.97	405.67		00.04.00	2022 00 24 07-22 ODT	2022 00 24 42-40 ODT	C 00	
Describes Associately													
Reactive Support II	59.23	52.96	91.16	90.23	91.57	91.72	94.78					Sum: 4052.98	
am - Total Daily Span	1,710	C Re W Te		verage Daily S	9.25 9.21 8.87 8.78 8.64 8.40	91.72	Total Daily S		• Weekiy User A	verage (Last & Months) 47 48 43 44 43 43	48 44 43 44 45		42 44 43
am - Total Daily Span hve Support		C Re W Te	Team User - A entralized Serv VCIO Service Manager eactive Support eb Development cchnical Alignm	verage Daily S	9.25 9.21 8.87 8.78 8.64 8.40 8.23 8.00 0	91.72	Total Daily 3		-	47 48	40	45 45 46	42 44 43

10. Team Utilization - Daily Chart Dashboard

This dashboard shows the daily average and trend for the KPIs Utilization, Realization, Billable Utilization, Do Not Bill, and No Charge. The available slicers are Business Unit, Team, Technician, and Date Range slicers.

siness Group Support @ +1	V Team Administrativ	re 🛞 + 12 🗸 🗸	Technician Helder 🛞 + 27	2022-07-26 - 2022-08-25
echnician Utilized Hours Per Day	Technician Realized Hours Per Day	Technician Billable Utilized Hour	Technician Do Not Bill Hours Per	Technician No Charge Hours Per
6 31	2 25	3 17	071	0.29
Utilized Hours Per Day	Realized Hours Per Day	Billable Utilized Hours Per Day	Do Not Bill Hours Per Day	No Charge Hours Per Day
Jtilized	Realized	Billable Utilized	Do Not Bill	No Charge
2-08-24 67	2022-08-24 52	2022-08-24 48	2022-08-24 8	2022-08-24
2-08-23 150	2022-08-23 99	2022-08-23 97	2022-08-23	-
2-08-22 142	2022-08-22 88	2022-08-22 83	2022-08-22 15	2022-08-23
2-08-21 0	2022-08-21	2022-08-21 0	2022-08-21 0	2022-08-22 5
2-08-20	2022-08-20 5	2022-08-20 5	2022-08-20 0	2022-08-19 10
2-08-19 104	2022-08-19 56	2022-08-19 53	2022-08-19 18	
2-08-18 147	2022-08-18 76	2022-08-18 72		2022-08-18 6
2-08-17 150	2022-08-17 77	2022-08-17 75	2022-08-18 20	2022-08-17 5
2-08-16 161	2022-08-16 92	2022-08-16 85	2022-08-17 17	2022-08-16 2
2-08-15 143	2022-08-15 95	2022-08-15 91	2022-08-16 25	
2-08-14	2022-08-14	2022-08-14	2022-08-15 22	2022-08-15 4
2-08-13	2022-08-13 8	2022-08-13 8	2022-08-14	2022-08-12 2
2-08-12 141	2022-08-12 93	2022-08-12 89	2022-08-12 18	2022-08-11 9
2-08-11 125	2022-08-11 78	2022-08-11 69	2022-08-11 28	
2-08-10 129	2022-08-10 73	2022-08-10 71	2022-08-10 17	2022-08-10 7
2-08-09 141	2022-08-09 83	2022-08-09 80	2022-08-09 15	2022-08-09 11
2-08-08 156	2022-08-08 93	2022-08-08 87	2022-00-09 13	2022.00.00

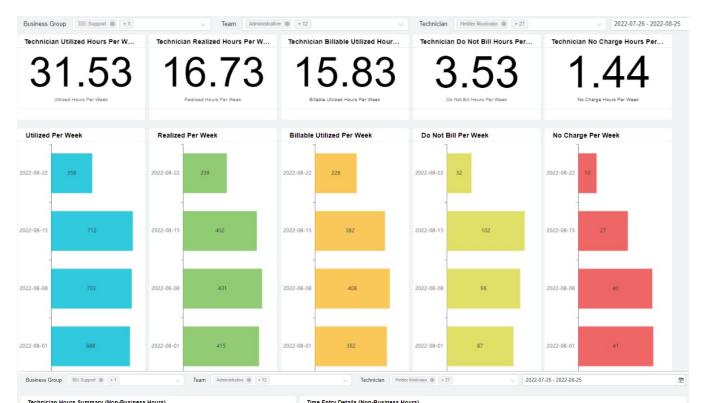
11. Team Utilization - Weekly Chart Dashboard

This dashboard shows the weekly average and trend for the KPIs Utilization, Realization, Billable Utilization, Do Not Bill, and No Charge. The available slicers are Business Unit, Team, Technician, and Date Range slicers.

12. Team Utilization - Non-Business Hours Dashboard

This dashboard gives a breakdown of Time Entries under Non-Business Hours on a per-technician and date entry level.

The available slicers are the Business Unit, Team, Technician, and Date Range slicers.



Technician Hours Su	nmary (Non-Business Ho	ours)	Time Entry Details (Non-Business H	ours)		
Team :	Technician	Non-Business Hours	Time Entry Entered	Labor Start	Actual Start Time	Actual End Time	Non-Business Hours
Centralized Services		25.06	08-24-22	08-22-22	08-22-2022 06:50 am CDT	08-22-2022 12:00 pm CDT	0.17
Reactive Support I		20.41	08-24-22	08-24-22	08-24-2022 06:37 am CDT	08-24-2022 07:00 am CDT	0.38
Reactive Support I	the transform 1	18.37	08-24-22	08-24-22	08-24-2022 06:48 am CDT	08-24-2022 07:00 am CDT	0.20
Reactive Support I		18.06	08-24-22	08-24-22	08-24-2022 06:32 am CDT	08-24-2022 06:46 am CDT	0.23
Reactive Intern	E three transform E	17.73	08-24-22	08-24-22	08-24-2022 06:32 am CDT	08-24-2022 06:35 am CDT	0.05
Professional Services	F. to we treplet.	11.83	08-24-22	08-24-22	08-24-2022 06:29 am CDT	08-24-2022 06:32 am CDT	0.05
VCIO		11.62	08-24-22	08-24-22	08-24-2022 06:11 am CDT	08-24-2022 06:29 am CDT	0.30
Reactive Support I		10.96	08-24-22	08-24-22	08-24-2022 06:24 am CDT	08-24-2022 06:25 am CDT	0.02
MC Support		7.35	08-24-22	08-24-22	08-24-2022 06:18 am CDT	08-24-2022 06:21 am CDT	0.05
Reactive Support I	tion haplat,)	6.64	08-24-22	08-24-22	08-24-2022 06:05 am CDT	08-24-2022 06:17 am CDT	0.20
Technical Alignment		6.58	08-24-22	08-24-22	08-24-2022 06:06 am CDT	08-24-2022 06:11 am CDT	0.08
Reactive Support I		4.39	08-24-22	08-23-22	08-23-2022 05:00 pm CDT	08-23-2022 09:13 pm CDT	4.22
Reactive Support II		4.03	08-24-22	08-23-22	08-23-2022 06:00 pm CDT	08-23-2022 07:45 pm CDT	1.75
Reactive Support II	Same Same Spice	3.45	08-24-22	08-23-22	08-23-2022 06:35 pm CDT	08-23-2022 07:10 pm CDT	0.58
Reactive Support I		2.55	08-23-22	08-23-22	08-23-2022 06:25 am CDT	08-23-2022 06:33 pm CDT	3.13
Reactive Intern		2.40	08-23-22	08-23-22	08-23-2022 05:59 pm CDT	08-23-2022 06:03 pm CDT	0.07
Technical Intern		0.63	08-23-22	08-23-22	08-23-2022 05:56 pm CDT	08-23-2022 05:59 pm CDT	0.05
Reactive Support I	Same Barris 1	0.54	08-23-22	08-23-22	08-23-2022 05:49 pm CDT	08-23-2022 05:56 pm CDT	0.12
MC Support		0.50	08-23-22	08-23-22	08-23-2022 05:46 pm CDT	08-23-2022 05:49 pm CDT	0.05
Web Development		0.19	08-23-22	08-23-22	08-23-2022 07:00 am CDT	08-23-2022 04:48 pm CDT	0.80
Service Manager	the here's ?	0.03	08-23-22	08-23-22	08-23-2022 04:09 pm CDT	08-23-2022 04:35 pm CDT	0.43
		Sum: 173.32	08-23-22	08-23-22	08-23-2022 04:00 pm CDT	08-23-2022 04:18 pm CDT	0.30
			00.00.00	00 00 00	00 00 0000 00-E0 mm ODT	00 00 0000 04-00 pm ODT	0.40

13. Team Utilization Suites Settings for App Package

- Internal Company Selection: Allows users to select which among their companies should be tagged as internal. These will not be included in the computation of Realized Hours.
- ConnectWise Team Name Formlist: If the user does not want to utilize the ConnectWise mapping for Job Title, the user can list down all technici ans and assign a team to each one.

Internal Company Select... ⑦

Internal Company Selection
Internal Company
connectWise Team Name Form 💿
Technician
Technician Team Teams
1 Alwin Taral V Professional Services
2 Bradley Reactive Support I
3 Caroline V Administrative

13.1. Related Topics

• Team Utilization Suite for Autotask Integration