Autotask Late Time Entry Alert Bot 3.0 Template

This article has the following information on Autotask Late Time Entry Alert Bot 3.0 Template:
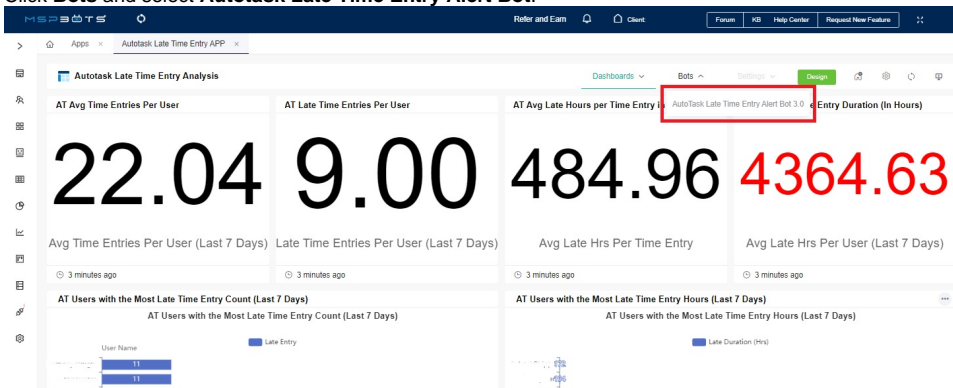
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How is this bot helpful?

Autotask Late Time Entry Alert Bot 3.0 Template sends real-time alerts to users whenever they log a late time entry. Enabling this bot automatically reminds technicians to charge time entries right after they finish working on a ticket. This improves KPIs, ensures the accurate computation of utilization rate and agreement profitability, increases the revenue and profit of the company, and maintains a positive collaboration between technicians.

How to configure the Late Time Entry Alert Bot

1. Go to **Apps** on the MSPbots menu.
2. Find the **Autotask Late Time Entry App** and click it to open the app.
3. Click **Bots** and select **Autotask Late Time Entry Alert Bot**.

4. Click **Design** to open the Real-time Data window.

5. Next, select **Autotask-Timeentry** as Data Source then click **Next**.

6. When the DataFilter window opens, do not change the default settings and click **Next**.

7. When the Alert window opens, go to the text for the Alert message and review if it meets your requirements.

8. Next, make sure {Ticket #} uses the dynamic token "{ticketNumber}" instead of "{ticketID}". The "{ticketNumber}" link redirects to your Autotask PSA system. Below is an example of the message:

9. Click **Next** to open the Escalation window.

10. If needed, modify the default **Escalation** setup. When done modifying or if there is no change, click **Finish**.

Escalation   ×

Escalation Script:

If bot keeps getting triggered,that means
something is wrong with the process or
people who's managing the process,you
can remind the user of the consequence
or escalate the management to make
sure that the issue is being taken care of
by someone.

> Escalation Step 1   🗑

If the bot trigged   3   times in a   Week   ⌄ , send the following message to

> Escalation Step 2   🗑

If the bot trigged   6   times in a   Week   ⌄ , send the following message to

> Escalation Step 3   🗑

If the bot trigged   9   times in a   Week   ⌄ , send the following message to

+ Add New

Previous   Finish

11. Lastly, go back to the Design tab and click **Save** to apply all the changes.

Detail	Run History	Analytics	Bot Messages	Bot Change Logs	Design

↻ Reset   ⬦ Clear   💾 Save

How to activate the bot

To activate a bot, read the instructions on the Activating a Bot on the MSPbots App page.