

Technician Performance (Time)

Last Modified on 01/31/2024 1:33 pm EST

The Technician Performance (Time) Report is a custom report designed to print information for tickets where Technician appointments have been dispatched within the Accounting Period range or Date range selected. The report will display: On-Site Hours, Travel Hours, Total Hours and the Site name for each appointment dispatched for each technician. The Travel Hours is difference between the Arrival Time less the Dispatch Time.

Once the desired options have been selected on the report options form, click the OK button to display the report in Print Preview mode.

Report Selections

Date Range - This option will default to the Current Accounting Period. If a different Accounting Period range or specific date range is desired, select either the *Accounting Period* option or *Dates* option. The User must select an Accounting Period range or Date range. The dates used for this report are the Technician Dispatch dates.

Branches - The report default is to print data for all active Branches. If it is desired to print the data associated with one or multiple Branches, you may select the checkbox to the left of each branch desired. · *Hide Inactive Branches* - If data is not to be listed for inactive Branches, select this option.

Service Companies - The report default is to print data for all active Service Companies. If it is desired to print the data associated with one or multiple Service Companies, you may select the checkbox to the left of each Service Company desired.

· *Hide Inactive Companies* - If data is not to be listed for inactive Service Companies, select this option.

Technicians - The report default is to print data for all active Technicians. If it is desired to print the data associated with one or multiple Technicians, you may select the checkbox to the left of each Technician desired.

· *Hide Inactive Technicians* - If data is not to be listed for inactive Technicians, select this option.

Group By - The report default is to group by Technician. Selecting a Group By option will print a Group Header and the ticket information within each Group. Other grouping options available are Branch, Service Company, Problem (code), Service Level and None.

Secondary Group By - The report default is to group by Problem (code). Selecting a Secondary Group By option will print a Group Header and the ticket information within each Group. Other grouping options available are Branch, Service Company, Technician, and None.

Sort By - The report default is to sort by Ticket Number. Other Sorting options available are Site Name, Account# (Alarm Account), and Total Charge.

Technician Performance [X]

General

Accounting Period: 10 10/1/2017 - 10/31/2017; []
Dates: 05/01/2018 []

10 10/1/2017 - 10/31/2017; []
05/01/2018 []

Branches

- A1
- MI
- OH

Hide Inactive Branches

Select All Invert Selection

Service Companies

- MI
- MI-Group Tkts
- MI-INSP Cont
- Newington Electric Co.
- OH
- OH-INSP Cont

Hide Inactive Companies

Select All Invert Selection

Technicians

- Madison, Morrison
- Mark, Taylor
- Marlin, Larson
- Marshall, Watson
- Maxwell, Knife
- Michael, Johnson

Hide Inactive Technicians

Select All Invert Selection

Group By: Technician [v]

Secondary Group By: Problem [v]

Sort By: Ticket Number [v]

Ok Cancel