

Time Tracking



Abstract

With Time Tracking for AppExchange, you can track the hours your service team has worked compared with the number of hours on open service contracts so you know when contracts are about to expire and can take action to renew them.

Description

Time Tracking helps service organizations keep their businesses running smoothly by enabling them to identify service demand trends and be proactive about contract renewals. The application is designed for companies that sell services in blocks of time that their customers use incrementally.

Service providers can use the application to keep track of when service contracts are coming up for renewal. Rather than trying to rush through the renewal process without sufficient planning, service organizations can anticipate upcoming renewals and avoid disruptions of service to valuable customers.

Technicians can track the time they work against one or more contracts. Companies that use Salesforce Service & Support, which is part of the salesforce.com solution, as their customer service and support application can extend its reach with Time Tracking, which provides data about technician availability. Dashboards and reports allow providers to identify trends and predict demand for their services.

Highlights

Name	Description	Type
Service Timecard	<p>Log the amount of hours worked on a particular service trip. You can track the type of service that you performed, the date of service, and add notes as needed. Each Service Timecard should be associated with the relevant Contract, by the customer's service Contract number.</p> <p>If your company also uses the Supportforce application, you may associate Service Timecards with particular Cases that were logged requesting a Service Visit.</p>	■ 🗂

■ = Custom Object, 🗂 = Custom Tab, ● = Custom Link, ⚡ = Custom S-Control
⌘ = Plug-In, ✕ = Composite Component

Features & Benefits

- Tracks the hours remaining on open service contracts
- Analyzes the types of services technicians are providing for specific accounts
- Identifies trends to determine which types of services are being performed more frequently over time

Key Reports & Dashboards

Name	Description
Time Left on Service Contracts	How much time is remaining on which contracts?
My Service Hours Worked	Where has my time been allocated?
Service Tech Utilization	How many hours are technicians working per week?
Type of Service Performed	How technicians are spending their service time?

Requirements


External Service	None
Salesforce.com Edition	Professional Enterprise

Specifications

Publisher	salesforce.com
Type	Native
Salesforce.com Certification	None
Category	Customer Service
Pricing	Free

Time Tracking


Screenshot



Time Tracking | Setup | Help | Logout
powered by salesforce.com

Home | About Time Tracking | Contracts | Service Timecards | Reports | Dashboards

Recycle Bin

Service Technician-User at Time Tracking
Thursday November 10, 2005

Messages and Alerts
Salesforce Messages:
[Take New Features Training](#)
Your Company Messages:
[Welcome to the Time Tracking demo](#)

- Designed for companies that sell blocks of service technicians' time
- Create and track timecards against services contracts
- See what areas your technicians are working on

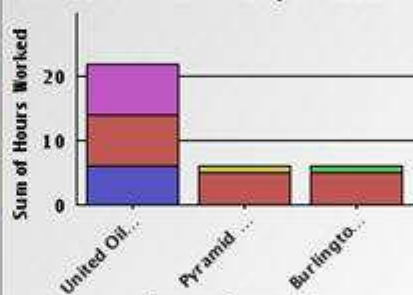
Search

Dashboard


As of 11/4/2005 8:38 PM

SERVICE CONTRACT ANALYSIS
Time Remaining per Account

Contract: Account Name	Hours Remaining on Contract
United Oil & Gas Corp.	2
Burlington Textiles Corp of America	94
Pyramid Construction Inc.	494

SERVICE ANALYSIS
Service Work Performed per Account


Contract: Account Name	Installation	Maintenance - Emergency Repair	Maintenance - Routine	Replacement	Training
United Oil...	5	10	0	0	5
Pyramid ...	0	5	0	0	0
Burlingto...	0	5	0	0	0

SERVICE TECH WORKLOAD
Division of Labor this Qtr


Service Technician	No Data
100%	0%

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Success On Demand.