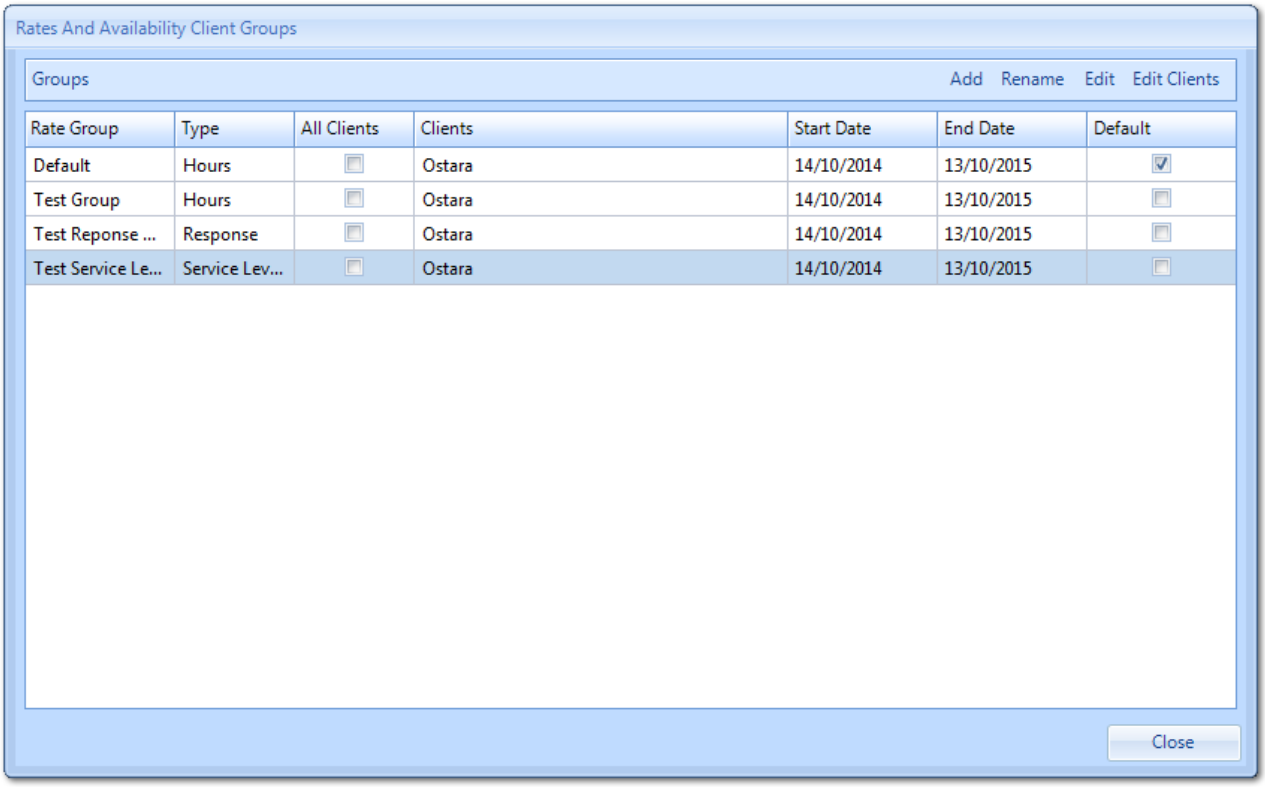
Rates and Availability - Service Level Achievement Introduction

Wed, Jan 17, 2024 Rates and Availability - Service Level Achievement

The Rates and Availability can only be set up from the list view as this avoids conflicts that could arise if Work Order Types were amended in the Resource. To set Resource Rates and Availability, select the Resource from the Resource List and click the "Rates and Availability" button. There are three types of groups available "Hours" - these are the standard rates that apply to the resource, "Response" - this allows the user to apply rate bands dependant on the response time of the resource and "Service Level Achievement" - this allows the user to specify different rates depending on whether the job was started within the SLA or outside of the SLA.

This shows how to set up Rates and Availability for "Service Level Achievement"

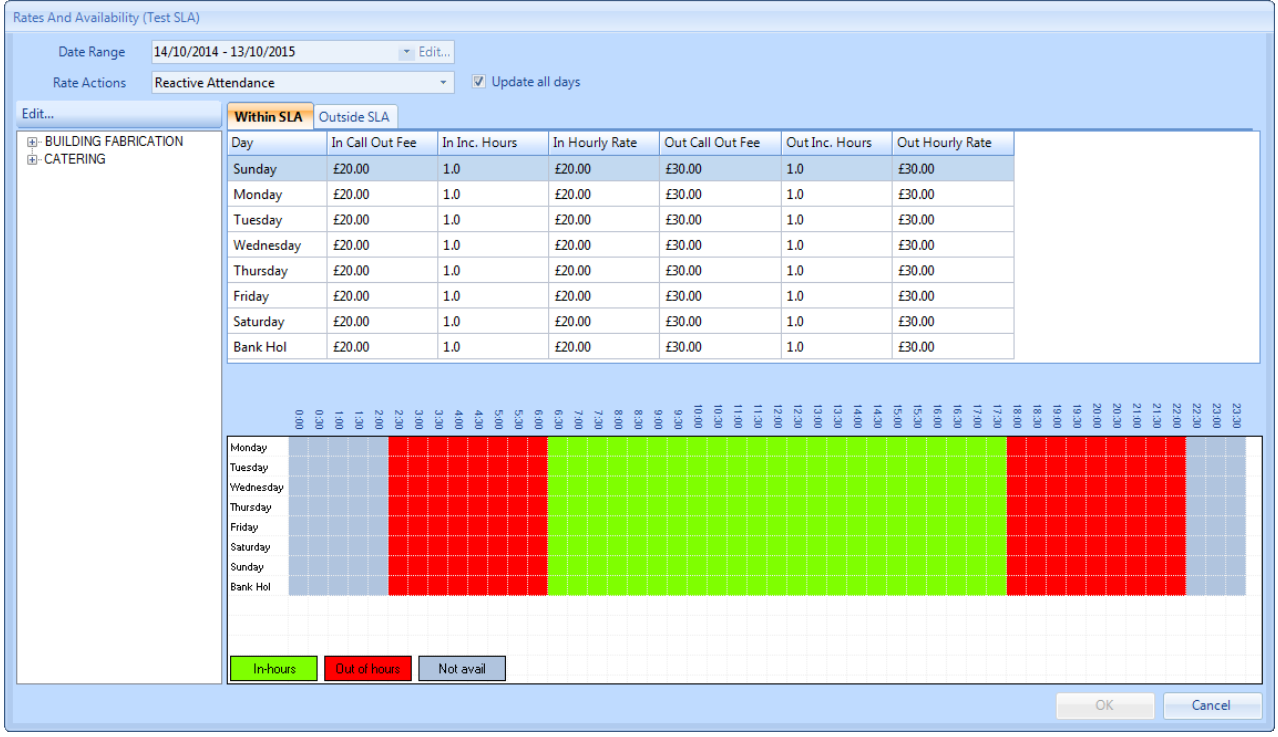
1. The first screen to appear is the Rates and Availability Client Groups screen. From here, a list of the Client Rate Groups that exist for the Resource are displayed. Each Rate Group displays the Rate Group name, Type, Clients, Start and End Dates and whether it is the default Rate Group.



To add Clients to a Rate Group, select one and click the "Edit Clients" button to display the Select Clients screen. See the Client Selection page for information on this screen.

Once the Clients have been added, select the Client Rates Group for the desired Client and double click or select "Edit" to open up their rates.

2. This displays the Rates and Availability screen. This is where the rates the Resource charges and when the Resource is available to work. Each of the rates fields are explained below:



Date Range is a drop down in which different date ranges can be selected. Different ranges can have different rates and Date Ranges can be added or edited using the "Edit" button next to the field.
Note: It is possible add in Date Ranges that have no End Date. This therefore means that the rates will continue to use this Date Range indefinitely, until a new Date Range or an End Date is added.

Rate Actions is a drop down in which different rate groups can be selected. There are three Rate Actions that can be selected and they are "Reactive Attendance" - these rates are used on the scheduler and in the calculation of the Total Calculated Cost field upon stop job on a reactive work order, "Remote Fix" - these rates will apply when using the Agent Action of Remote Fix on a reactive work order and "Day Rates" - will apply when selecting "use day rate" on the scheduler. Each of these contain different sets of rates.

Update all days is a tick box that, when selected, tells the system to update all the days with the value that is entered. This reduces the need to duplicate data across multiple days.

Day is a non-editable column that display the days on the week (and a Bank Holiday field) in separate rows.

In Call Out Fee is a numerical column where the cost of calling out the Resource is entered. This can be different for each Day if applicable and applies to In Hours only.

In Inc. Hours is a numerical selection column where the number of included In Hours hours is entered. Select the amount of hours by using the increase and decrease arrows.

In Hourly Rate is a numerical column where the In Hours hourly rate is entered.

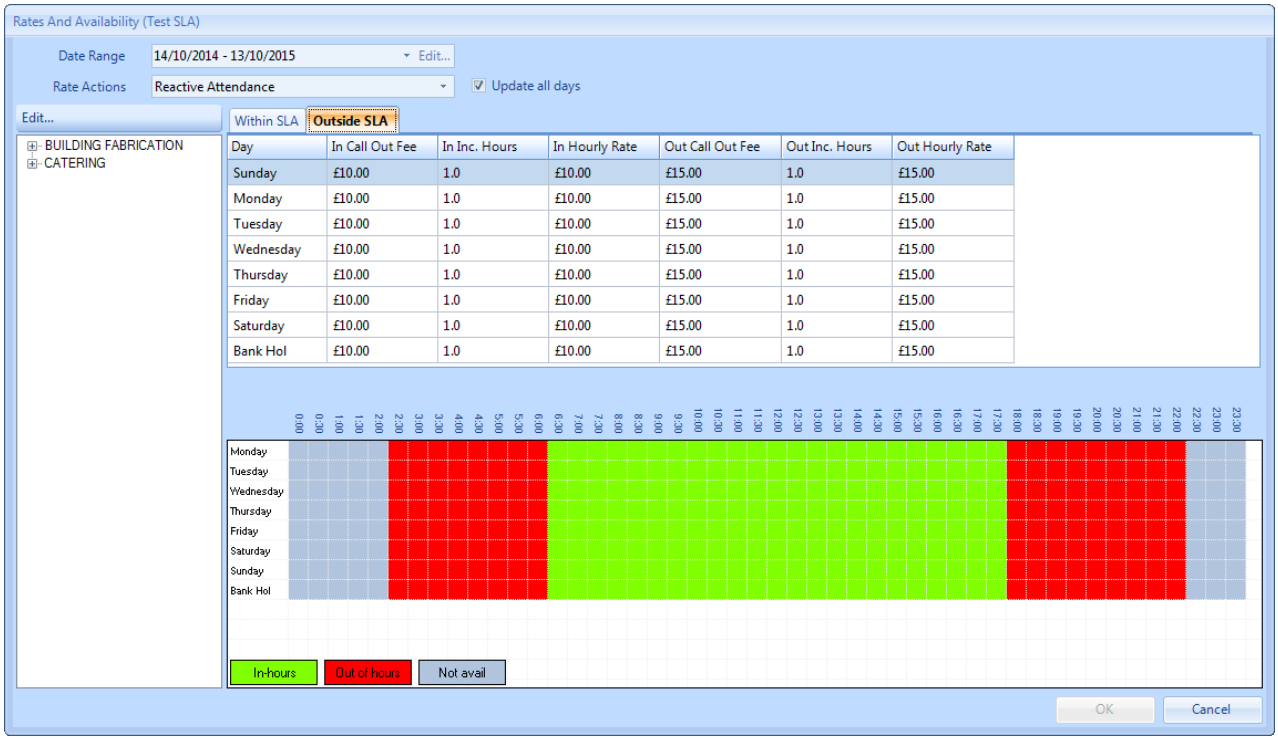
Out Call Out Fee is a numerical column where the cost of calling out the Resource is entered. This can be different for each Day if applicable and applies to Out of Hours only.

Out Inc. Hours is a numerical selection column where the number of included Out of Hours hours is entered. Select the amount of hours by using the increase and decrease arrows.

Out Hourly Rate is a numerical column where the Out of Hours hourly rate is entered.

3. Unlike the "Hours" screen the "Service Level Achievement" rates and availability screen has the ability to add different rates depending on whether the job was started within the SLA or Outside of the SLA set for the resource. This allows greater flexibility and will encourage the resource to respond within the SLA. The user will notice there are two tabs above the "Rates" columns a "Within SLA" tab and an "Outside SLA" tab. The screenshot above show

the rates that have been set if the resource attends with the SLA period whereas the screenshot below shows the rates that have been set if the resource attends outside of the SLA.



4. Underneath the rates is the availability section. This is where the Resource's availability is recorded. To record this information there are three buttons: In-hours, Out of hours and Not avail. Use "In-hours" to record the times of the Resource's working hours, "Out of hours" to record the times when the Resource is out of their office working hours and "Not avail" when the Resource is not available at all.

Note: Each time block on the table is half an hour and starts from the time displayed above it. E.G. the 8:00 block starts at 8:00 and finishes at 8:30, the 8:30 block starts at 8:30 and finishes at 9:00 etc.
If no availability is set up, the system will automatically assume that the Resource is available 24/7.

5. Next, the use will need to enter the Work Order Types the rates will apply to. To do this either use the "Default" group or click the "Add" button in the left column. It is possible to set different rates for different work order types. For more information on how to do this and to configure Work Order Type Groups, please refer to Rates and Availability - Hours.

6. Finally, once all the rates and information has been entered, click "OK" to save the changes.

Editing Rates and Availability - Service Level Achievement

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