



A TRIED-AND-TESTED METHOD FOR RECORDING AND INVOICING WORKING TIME IN THE SERVICE BUSINESS

Companies may well find it a particular challenge to record their employees' working hours – after all, your employees don't usually work on just one project, they have to juggle lots of different responsibilities at the same time. A customer might request a change, they might be faced with an unexpectedly time-consuming consulting session, and on top of all this they might suddenly have to attend another meeting. As a result, documenting the time worked by individual employees is a complex and complicated task. The KIX Pro (version 17) time recording add-on feature helps you master this challenge.

The screenshot displays the KIX Pro interface for time recording. The main content area is divided into several sections:

- Neuer Zeiteintrag (New Time Entry):** A form for recording time. Fields include:
 - Zeiteinheiten: Stunden Minuten
 - Beschreibung:
 - Bearbeiter:
 - Projekt:
 - Teilprojekt:
 - Arbeitspaket:
 - Teilarbeitspaket:
 - Datum:
 - Markierung:
 -
- Gebuchte Zeiten (Billed Times):** A table showing recorded time entries.

DATUM	ZEITEINHEITEN	BEARBEITER	PROJEKT	TEIL PROJEKT	ARBEIT SPAKET	TEILARBEIT SPAKET	BESCHREIBUNG	BEARBEITEN
2019-12-17	01h 45m	Max Müller	567-Projekt 567	-	-	-	Fehlersuche	Bearbeiten
2019-10-14	01h 30m	Max Müller	P679-Implementierung KIX	-	-	-	Fehlersuche	Bearbeiten
2019-10-14	00h 15m	Max Müller	-	-	-	-	Notiz	Bearbeiten
GESAMTZEIT:								
03h 30m								
- Ticket-Informationen (Ticket Information):** A sidebar panel showing details for ticket #2019100250000125.
 - Kundennummer: Call Center Telefonica
 - Typ: Incident
 - Sperrstatus: frei
 - Queue: Hardware
 - Service: Campus Connect
 - SLA: 12x6 (1h Reaktion)
 - Bearbeiter: Max Müller
 - Verantwortlicher: Max Müller
 - Gebuchte Zeit: 210
 - Status: neu
 - Reaktionszeit: -3676 h 11 m 02.10.2019 12.44
 - Kritikalität: 5 sehr hoch
 - Fälligkeitsdatum: 05.10.2019 11:30
- Flächenstörungen (Area Disturbances):** A table listing various issues.

T#	TITEL
<input type="checkbox"/> 2020022550000023	Drucker
<input type="checkbox"/> 2020011350000011	Nichts geht mehr
<input type="checkbox"/> 2019102250000034	kein Strom bis um 3
<input type="checkbox"/> 2019102150000027	DSL Störung
<input type="checkbox"/> 2019070450000093	Tesstörung
- Kontaktinformationen (Contact Information):** A sidebar panel showing contact details for Claire Egan.

Index card for time recording in the ticket view.



THE BENEFITS TO YOU

- › A fast, straightforward, tried-and-tested time recording function with the associated rates, budgets, cost centers, and project assignments.
- › The add-on feature helps you to document third-party services.
- › The feature enables you to see the customer's budget in the customer information center.
- › Possibility to create comprehensive work records for customers.
- › Possibility to automatically export booked services for accounting purposes.

In a nutshell: The time recording add-on feature provides a straightforward way of listing times and costs, giving you a sound basis on which to invoice your service work

FEATURES

- › Simple posting of the work time that was incurred, directly in the ticket.
- › The posted working hours can be seen directly and can be edited afterward.
- › Possibility to configure the posting of hours to cost centers, service or project contracts, and company sites, for example.
- › The budgets for contracts are saved, meaning service agents can always see how much budget their customer has left for service work.

HOW COULD IT BE USED?

The service contracts for all customers are maintained in the ERP. On the basis of a service contract, these customers purchase a certain number of hours each month, which is compared with KIX Pro (version 17). This then serves as the basis for posting the hours. Your Service employees note down their working time directly on the ticket, can see the available budget, and have work records confirmed by the customer. All work records are automatically exported to the ERP each week so that the customers can be invoiced there.