KIX

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.

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.