Adding Estimated Hours

Objective: To be able to manage the hours and schedule of the resources

Steps:

1. Go to Help Desk> Tickets> Time Tracking Tab



- 2. Click +Add Estimated Hours
- 3. Add the details on the Agent, Estimated Hours, Date and Item Number field
- 4. To add more resources, click on the next line or click on '+Add Estimated hours' again.
- 5. Once done, click Save.

You may also add Estimated hours for a resource on the Time Entry Screen.

- 1. Go to Help Desk> Time Entry
- 2. Choose the agent, Fiscal year, Period and Date
- 3. Add the required fields when entering estimated hours for an agent: Date, Ticket, Item, Estimated Hours

Time Entry ·		
Save Undo Close		
Details Comments Approval Audit.Log		
Agent v Fiscal Year 2023 v Period Start 06/11/2023 Period End 06/7/2023 Date This Period v Required Hours 4		
Time Entry		
X Remove Export B View Filter (F3)		К.Л Ц.Ч
Date Customer Project Ticket Subject Hours Item Billable Billable Rate Amount Description Jira Link	Estimated Hor	Jurs

4. Once done, click Save

Once you've logged all the Estimated hours, you may view the report on the rough cut capacity screen