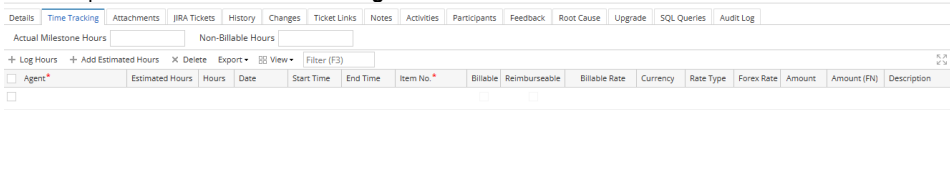


Adding Estimated Hours

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.

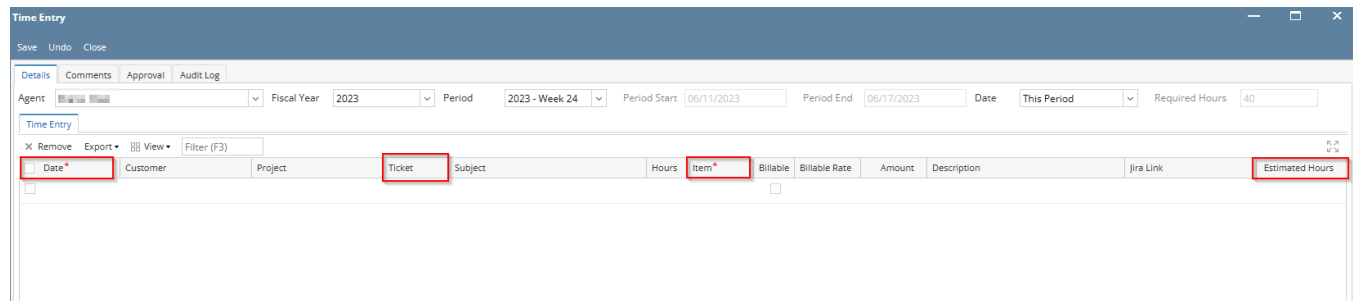
5. Once done, click **Save**.

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



4. Once done, click **Save**

Once you've logged all the Estimated hours, you may view the report on the [rough cut capacity screen](#)