

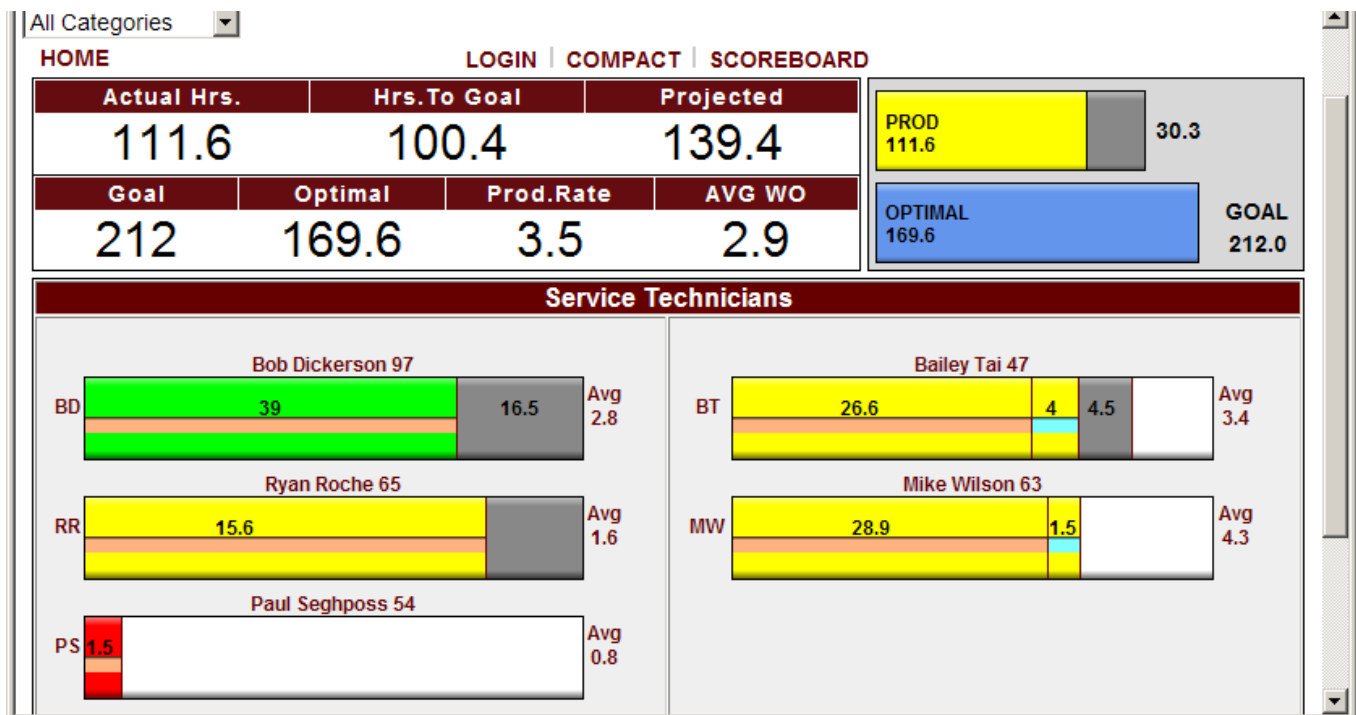


Service Technician Main Page

All figures shown are for a business week

Once you log into your shop's account you will see the Service Technician's Main Page. This page includes information on how the technicians are performing towards the team goal as well as how each technician is performing towards their own goals. This page also shows the display with the color-coded Category View turned on via the **OPTIONS > SHOP** menu. By default, it is turned off.

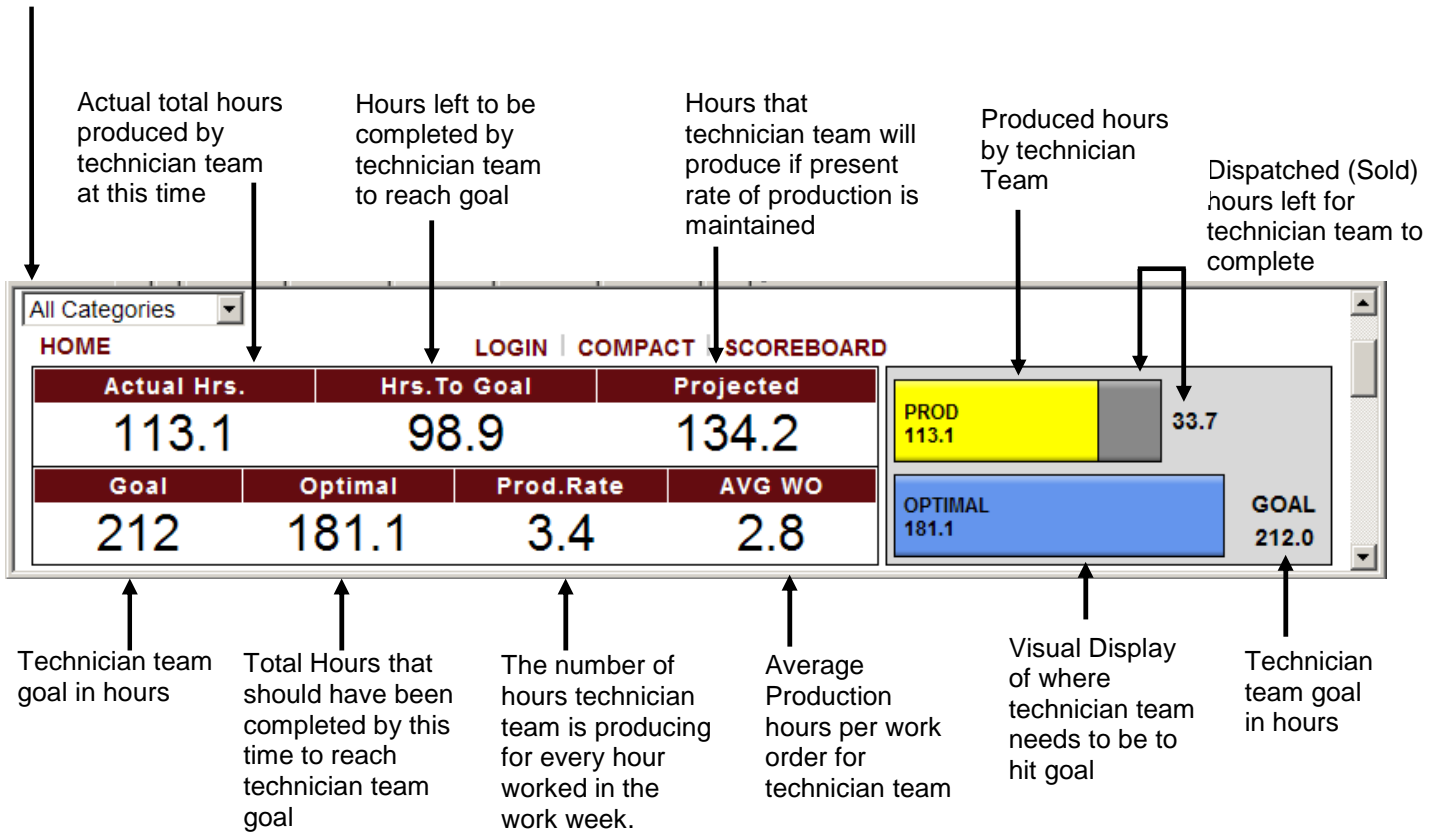
On the menu, you will see the following links. The **HOME** link on the left hand side is the Technician's main page which you are currently viewing. The **LOGIN** link allows a Service Advisor, Owner, or Manager, to log in with their personal login and password to view the Service Advisor main page. The **COMPACT** link compresses the display and moves it to the upper right corner of your monitor for fast reopening and entry of future work orders. It continuously displays the company's progress towards Shop's goals. The **COMPACT VIEW** provides the actual, projected, optimal, sold, goal, and avg/wo hours (average production hours). And the **SCOREBOARD** link displays the team's performance that automatically changes based on the scores of the individuals.



Service Technicians Main Page

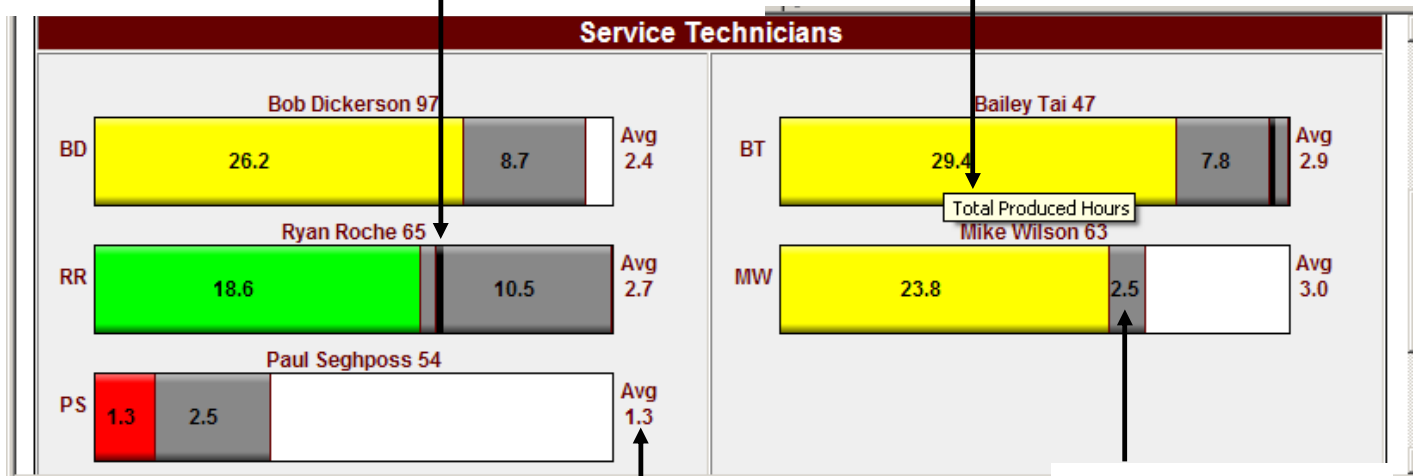
All figures shown are for a business week

* **Note:** Categories will be included in the Actual Hrs. box and the Produced Bar Graph ONLY IF the "Counts to Goal" option is check marked in the Edit Source Name field under the Work Codes link in OPTIONS. Only Managers and Owners have access to the Work Codes link.



Black vertical line is a graphical representation of where this technician's optimal is. If vertical black line is not seen, it is a visual clue to assign more work so technician can reach goal

Mouse over a technician's bar graph to see the work code dialogue box of time produced or dispatched. Work Codes are shown as a color code in center of bar.



Average hours by this technician
Note: One work order can be worked on by two different technicians. Individual averages are calculated differently than the team AVG/WO

Dark Grey Area - Dispatched hours left for this technician to work on