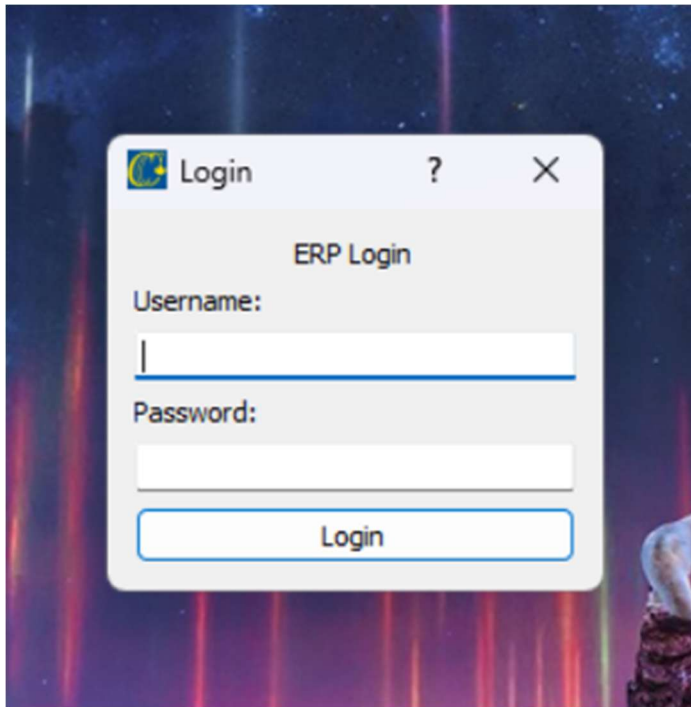


# Canada Computers Tools

## Login Screen



*Screenshot 1 - Login Form*

Username and Password are the ones you use on ERP (Example: gabriel.posada). Please ensure the program is installed on a computer with both ERP access and HRMS as most of the tools will extract data of both HRMS and ERP. You will also need to have Office installed (doesn't matter the generation but 365 has been the only one tested).

## Daily Results Tab

After login, you will have the Daily results tab. This tab will give you different options on what information you want to export. When you do not specify any month, day and year it will export the information from the last day (example: If today's date is September 16<sup>th</sup>, 2025. It will give you the results of September 15<sup>th</sup>, 2025). Make sure to specify the export location by clicking Browse.

Canada Computers Tools

Daily Results | Sales Meetings | Service Inventory | Service Dashboard | Change Log

**Daily Result Sheet**

This exporting tool has been designed to extract the preceding day's results upon execution. Should you need to export data from a particular day, kindly specify it below.

Do you want to export a specific day? ☐ Yes

Month: January - 01

Day: 1

Year: 2025

Browse

Location: 138 Ottawa Downtown

Export

Created by Gabriel Posada - Version 2.4

Screenshot 2 - Daily Results Tab

Next screenshot shows you the Excel sheet with all the information regarding your store performance of the day and MTD. It is formatted to be able to be printed for your daily morning meeting with your team

| <b>Date of Results</b>   |                 | <b>2025-09-15</b> |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
|--|-----------------|-------------------|-----------------|---------------|-------|----|-----------|----------|----|----------------|-------------------|--|-------|-----------------|----|--------------|----------------|----|--------|-------------------|----|---------------|---|---------------|--|--|-------|----|------------|----------|----|-----------------|-------------------|--|-------|-----------------|----|----------------|----------------|----|----------|-------------------|----|----------------|
| <b>Store Results</b>   |                 |                   |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| <table border="1"> <tr> <th colspan="3">Day Results</th> </tr> <tr> <td>Sales</td> <td>\$</td> <td>29,357.77</td> </tr> <tr> <td>Warranty</td> <td>\$</td> <td>1,153.63 3.93%</td> </tr> <tr> <td>Warranty Hit Rate</td> <td></td> <td>4.60%</td> </tr> <tr> <td>Service Revenue</td> <td>\$</td> <td>679.90 2.32%</td> </tr> <tr> <td>Service Profit</td> <td>\$</td> <td>679.90</td> </tr> <tr> <td>Sales with no Rep</td> <td>\$</td> <td>22,299.36 76%</td> </tr> </table> |                 | Day Results       |                 |               | Sales | \$ | 29,357.77 | Warranty | \$ | 1,153.63 3.93% | Warranty Hit Rate |  | 4.60% | Service Revenue | \$ | 679.90 2.32% | Service Profit | \$ | 679.90 | Sales with no Rep | \$ | 22,299.36 76% | <table border="1"> <tr> <th colspan="3">Month Results</th> </tr> <tr> <td>Sales</td> <td>\$</td> <td>398,436.88</td> </tr> <tr> <td>Warranty</td> <td>\$</td> <td>13,192.59 3.31%</td> </tr> <tr> <td>Warranty Hit Rate</td> <td></td> <td>5.30%</td> </tr> <tr> <td>Service Revenue</td> <td>\$</td> <td>4,734.07 1.19%</td> </tr> <tr> <td>Service Profit</td> <td>\$</td> <td>1,976.12</td> </tr> <tr> <td>Sales with no Rep</td> <td>\$</td> <td>234,580.99 59%</td> </tr> </table> | Month Results |  |  | Sales | \$ | 398,436.88 | Warranty | \$ | 13,192.59 3.31% | Warranty Hit Rate |  | 5.30% | Service Revenue | \$ | 4,734.07 1.19% | Service Profit | \$ | 1,976.12 | Sales with no Rep | \$ | 234,580.99 59% |
| Day Results  |                 |                   |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Sales  | \$              | 29,357.77         |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Warranty   | \$              | 1,153.63 3.93%    |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Warranty Hit Rate  |                 | 4.60%             |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Service Revenue  | \$              | 679.90 2.32%      |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Service Profit   | \$              | 679.90            |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Sales with no Rep  | \$              | 22,299.36 76%     |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Month Results  |                 |                   |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Sales  | \$              | 398,436.88        |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Warranty   | \$              | 13,192.59 3.31%   |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Warranty Hit Rate  |                 | 5.30%             |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Service Revenue  | \$              | 4,734.07 1.19%    |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Service Profit   | \$              | 1,976.12          |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Sales with no Rep  | \$              | 234,580.99 59%    |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| <b>Staff Results</b>   |                 |                   |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| <b>Name</b>  | <b>Sales/Hr</b> | <b>Warranty</b>   | <b>Hit rate</b> | <b>Labour</b> |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Anthony.B(6686)  |                 |                   | 0.00% 0%        | \$ - 0.00%    |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Jesse.R(8096)  |                 | \$ 37.50          | 0.00% 0%        |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Karam.O(8958)  |                 | \$ 13.60          | 0.00% 0%        |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Marie (Ashley).P(7977)   |                 |                   | 0.00% 0%        | \$ - 0.00%    |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Michaela.M(2399)   | \$ 545.61       | \$ 932.63         | 16.31% 19%      | \$ - 0.00%    |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Olivier.P(8923)  |                 |                   | 0.00% 0%        | \$ - 0.00%    |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
| Tricia.S(8913)   |                 | \$ 169.90         | 10.00% 100%     | \$ - 0.00%    |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
|  |                 |                   |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
|  |                 |                   |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
|  |                 |                   |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
|  |                 |                   |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |
|  |                 |                   |                 |               |       |    |           |          |    |                |                   |  |       |                 |    |              |                |    |        |                   |    |               |   |               |  |  |       |    |            |          |    |                 |                   |  |       |                 |    |                |                |    |          |                   |    |                |

Screenshot 3 - Daily Results Export

Most of this information is extracted from Business Report from ERP and information like Service Profit is extracted from HRMS.

Note: Service Profit does not account for vacation time or benefits. It is calculated with the following formula (Total Revenue Service – (hours worked \* hourly wage))

Sales with no Rep: Gives you an idea if your sales associates are using the sales cards to be able to set their SPH correctly and to see if they are helping customers.

This bottom page is to be able to write down any feedback or notes of the morning meeting (helps to communicate information to the next MOD as sometimes you will have 2 morning meetings as there are 2 or more shifts (Example: one shift starts at 9am the other one starts at 12pm))

| Notes    |
|----------|
|          |
|          |
|          |
|          |
| FeedBack |
|          |
|          |
|          |
|          |

## Sales Meetings Tab

This tab is used for generating a sales meeting sheet. It will go through the entire staff and make an Excel file for each staff member (Anyone coded on ERP as Team Member, Sales Associate or Department Lead).

Press Load Data, allow the program to run for a bit (loading bar will show up).

Canada Computers Tools

Daily Results Sales Meetings Service Inventory Service Dashboard Change Log

**Date to Export:**

Month: ALL

Year: 2025

Location: 138 Ottawa Downtown

Load Data

**Select Employee Data to Export:**

Sales Rep Selection:

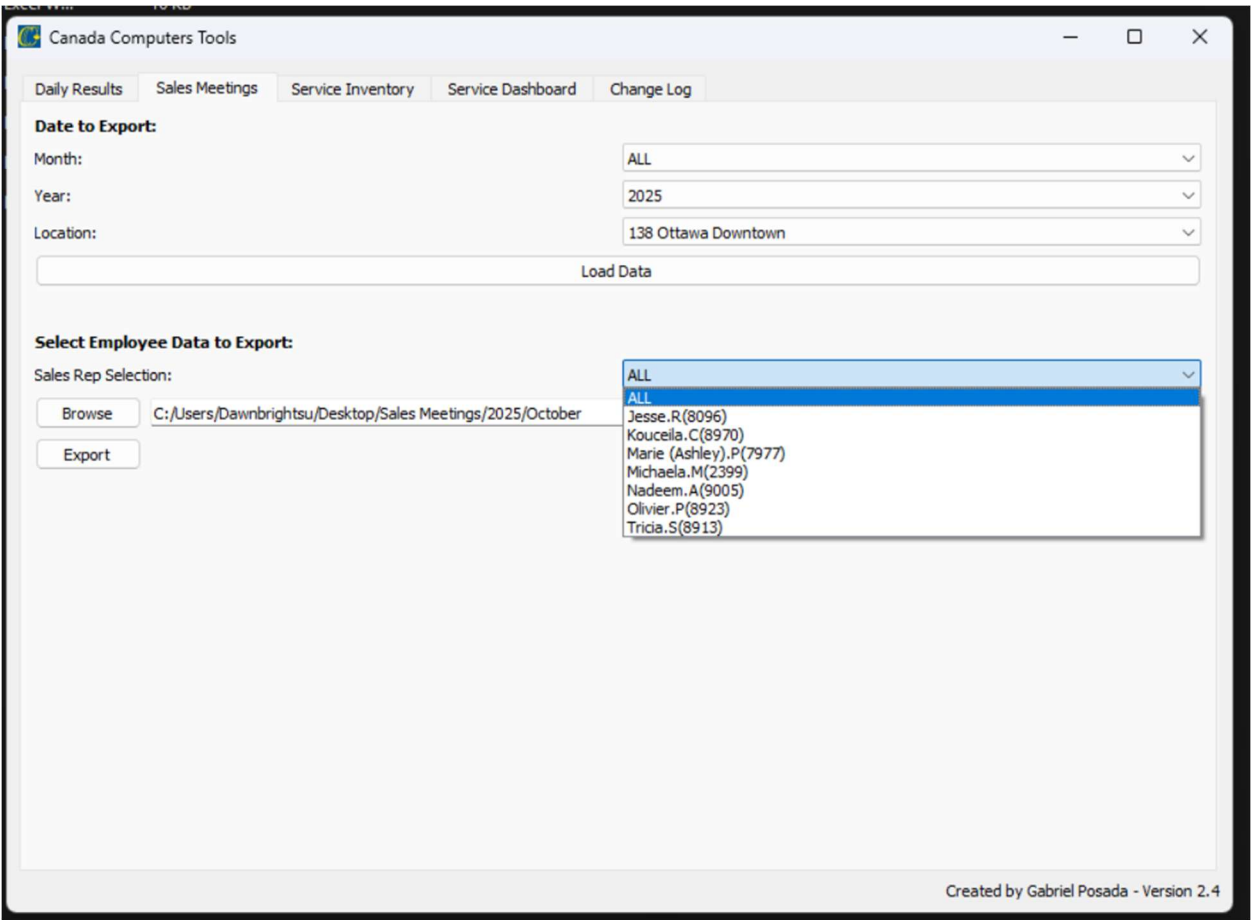
Browse

Export

Created by Gabriel Posada - Version 2.4

Screenshot 4 - Sales Meeting Tab

The Select Employee Data to Export will be enabled, giving you options to select to export all of them or just an individual staff member.



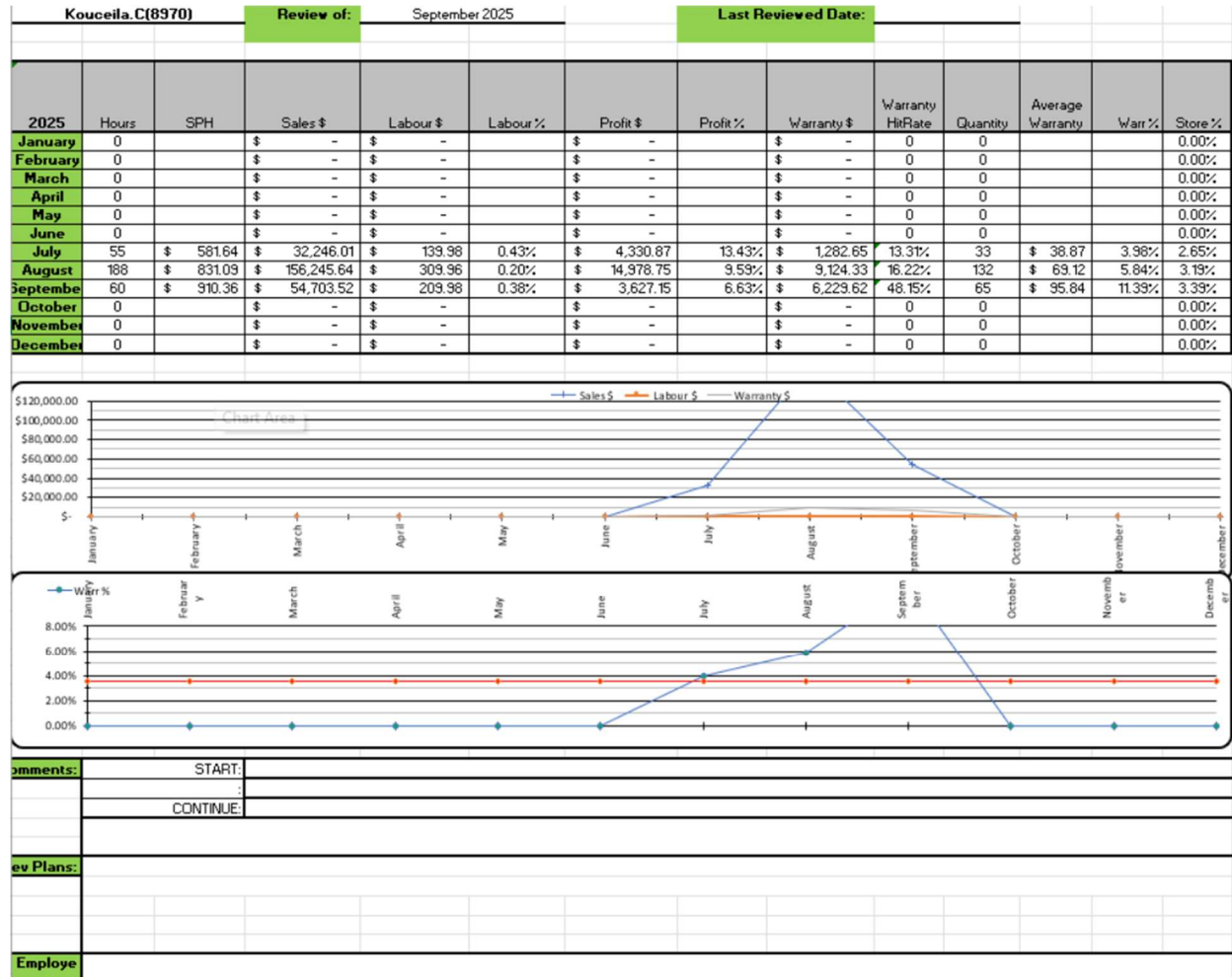
Screenshot 5 - Select Sales Rep Section

The program will export the files with the following name formatting “Sales Tracker – Date of Data (Day-Month-Year) – Name of the staff member.xlsx”

|  |                   |                      |       |
|--|-------------------|----------------------|-------|
| Sales Tracker - 16-09-2025 - Jesse.R.xlsx          | 9/16/2025 8:58 PM | Microsoft Excel W... | 16 KB |
| Sales Tracker - 16-09-2025 - Kouceila.C.xlsx       | 9/16/2025 8:58 PM | Microsoft Excel W... | 16 KB |
| Sales Tracker - 16-09-2025 - Marie (Ashley).P.xlsx | 9/16/2025 8:59 PM | Microsoft Excel W... | 16 KB |
| Sales Tracker - 16-09-2025 - Michaela.M.xlsx       | 9/16/2025 9:00 PM | Microsoft Excel W... | 16 KB |
| Sales Tracker - 16-09-2025 - Nadeem.A.xlsx         | 9/16/2025 9:00 PM | Microsoft Excel W... | 15 KB |
| Sales Tracker - 16-09-2025 - Olivier.P.xlsx        | 9/16/2025 9:00 PM | Microsoft Excel W... | 16 KB |
| Sales Tracker - 16-09-2025 - Tricia.S.xlsx         | 9/16/2025 9:01 PM | Microsoft Excel W... | 16 KB |

Screenshot 6 - Showing formatting of Sales Tracker

This will be the file exported, it is also formatted to fit to be printed and has sections for development plan, comments, etc



Screenshot 7 - Export Excel File

There is a lot of information here, and it will always export everything up to today. In the example above you will see that it exported from July to September, this is only like that as this associate has only been with the company since July. If the associate has been all year, it will export from January to September.

## Service Inventory Tab

This is by far my favourite tab :P It helps digest service inventory and be able to know where this came from and who was the last person to bring them to service inventory. Keeps it easy to track inventory and helps you to track how long an item has been on inventory without it being removed.

The screenshot shows a software window titled "Canada Computers Tools" with a standard Windows-style title bar (minimize, maximize, close buttons). Inside the window, there is a tabbed interface with four tabs: "Daily Results", "Sales Meetings", "Service Inventory" (which is currently selected), "Service Dashboard", and "Change Log". Below the tabs, the "Service Inventory Export" section is visible. It contains a descriptive paragraph: "This tool facilitates the generation of inventory reports from your service department, enabling you to quickly assess items categorized as In Transit Out (ITO), In Transit In (ITI), On Hand (OH), and those listed on Sales Orders. This functionality streamlines the inventory counting process, enhancing overall efficiency." Below this text, there is a "Browse" button next to a text input field. Underneath, a "Location:" label is followed by a dropdown menu currently showing "138 Ottawa Downtown". At the bottom left of the main content area, there is a button labeled "Load Service Inventory". The bottom right corner of the window contains the text "Created by Gabriel Posada - Version 2.4".

Screenshot 8 - Service Inventory Tab

When exported you will get an Excel sheet that looks like the following.

|    | A          | B   | C     | D      | E         | F  | G   | H   | I      | J          | K                 | L   | M           | N     |
|----|------------|---|-------|--------|-----------|----|-----|-----|--------|------------|-------------------|---|-------------|-------|
|    | Item Code  | Description   | Price | Onhand | Available | SO | ITO | ITO | Actual | Difference | Days in Inventory | Last Update Date (MM/DD/YYYY)                   | Last Update | Notes |
| 2  | LPASU00770 | ASUS ROG Zephyrus G14 Gaming Notebook 14" QHD AMD Ryzen 9 794         | 3699  | 1      | 0         | 0  | 0   | 1   | 1      |            | 09/15/2025        | Operator => Gabriel.P, Movement => STHOS0190548 |             |       |
| 3  | LPDEL01195 | Dell Laptop 7420 Business Laptop 14" Intel i7-1165G7 16GB 512GB Wlr   | 549   | 1      | 0         | 0  | 0   | 1   | 1      |            | 09/03/2025        | Operator => Gabriel.P, Movement => STHOS0190117 |             |       |
| 4  | RPBAMS127  | Battery for MSI G563VR G572VR 7RG Stealth Pro G663 Thin BRD 95        | 100   | 1      | 0         | 0  | 0   | 1   | 1      |            | 41 09/11/2025     | Operator => Gabriel.P, Movement => STHOS0024017 |             |       |
| 5  | RPBEHEW115 | Left & Right LCD Hinge Pair Kit Set Replacement for HP Envy X360 2-in | 70    | 1      | 0         | 1  | 0   | 0   | 1      |            | 21 09/12/2025     | Operator => Ian.B, Movement => PKHD00490069     |             |       |
| 6  | RPHOS00000 | Unclaimed customer items  | 0.02  | 24     | 24        | 0  | 0   | 0   | 24     |            |                   |   |             |       |
| 7  | RPLAT00008 | LQ173ML1W08 Replacement LCD screen 40 pin 360HZ                       | 220   | 1      | 1         | 0  | 0   | 0   | 0      |            | 38 09/04/2025     | Operator => Anthony.B, Movement => SR209940238  |             |       |
| 8  | RPLCMS118  | Screen Video Display Cable Wire line 300HZ&240HZ 40PIN Replacem       | 60    | 1      | 0         | 0  | 0   | 1   | 1      |            | 37 09/11/2025     | Operator => Gabriel.P, Movement => STHOS0024017 |             |       |
| 9  | RPLDDEL170 | LCD Back Cover Top Case Rear Lid for Dell Inspiron 15 3510 3511 3515  | 100   | 1      | 0         | 0  | 0   | 1   | 1      |            | 09/11/2025        | Operator => Gabriel.P, Movement => STHOS0024017 |             |       |
| 10 | RPLDHEW177 | HP ENVY 13 X360 2-in-1 13-BF TPN- C161 backcover                      | 120   | 1      | 0         | 1  | 0   | 0   | 1      |            | 11 09/12/2025     | Operator => Ian.B, Movement => PKHD00490069     |             |       |
| 11 | RPLP999999 | Laptop Repair Shipping Code   | 0.02  | 15     | 15        | 0  | 0   | 0   | 15     |            |                   |   |             |       |
| 12 | RPLSLEN266 | Lenovo FRU 5010W86422 On-Cell Touch 15.6 FHD Matte 40 pin Narro       | 320   | 1      | 0         | 0  | 0   | 1   | 1      |            | 41 09/11/2025     | Operator => Gabriel.P, Movement => STHOS0024017 |             |       |
| 13 | STC0000000 | Store Credit Card - Unload  | 1.99  | 100    | 100       | 0  | 0   | 0   | 100    |            |                   |   |             |       |
| 14 | VCSAP00210 | SAPPHIRE PULSE AMD RADEON RX 9070 XT 16GB GDDR6 GRAPHICS CA           | 999   | 1      | 0         | 0  | 0   | 1   | 1      |            | 0 09/16/2025      | Operator => Ian.B, Movement => STOD00024310     |             |       |

Screenshot 9 - Inventory Excel Sheet Export

The inventory sheet will give you the following information right away.

Sales Orders: It will let you know if you currently have a sales order with that item inside

ITO and ITO: Self explanatory

Difference: If something is not ITO or in a sales order it will show red (like RPLAT00008 in the screenshot above). If the difference is light blue, it means that you currently have a negative OH on the service inventory.

Days in Inventory: How many days the item code has been on inventory. This helps managers and service reps to follow up with things that have been stagnant and requires investigation. Red is really old (45+ days), Orange (30+ days), Yellow (15+ days) and finally green (less than 15 days).

Last Update Date: This lets you know when there was movement on the item code (example: created sales order, created transfer, transferred the item to service inventory, etc).

Last Update: Lets you know the name of the Operator and what he did (Example: Operator => Gabriel.P, Movement => STHOS0190548, Gabriel.P, Transferred item to HOS with STHOS0190548).

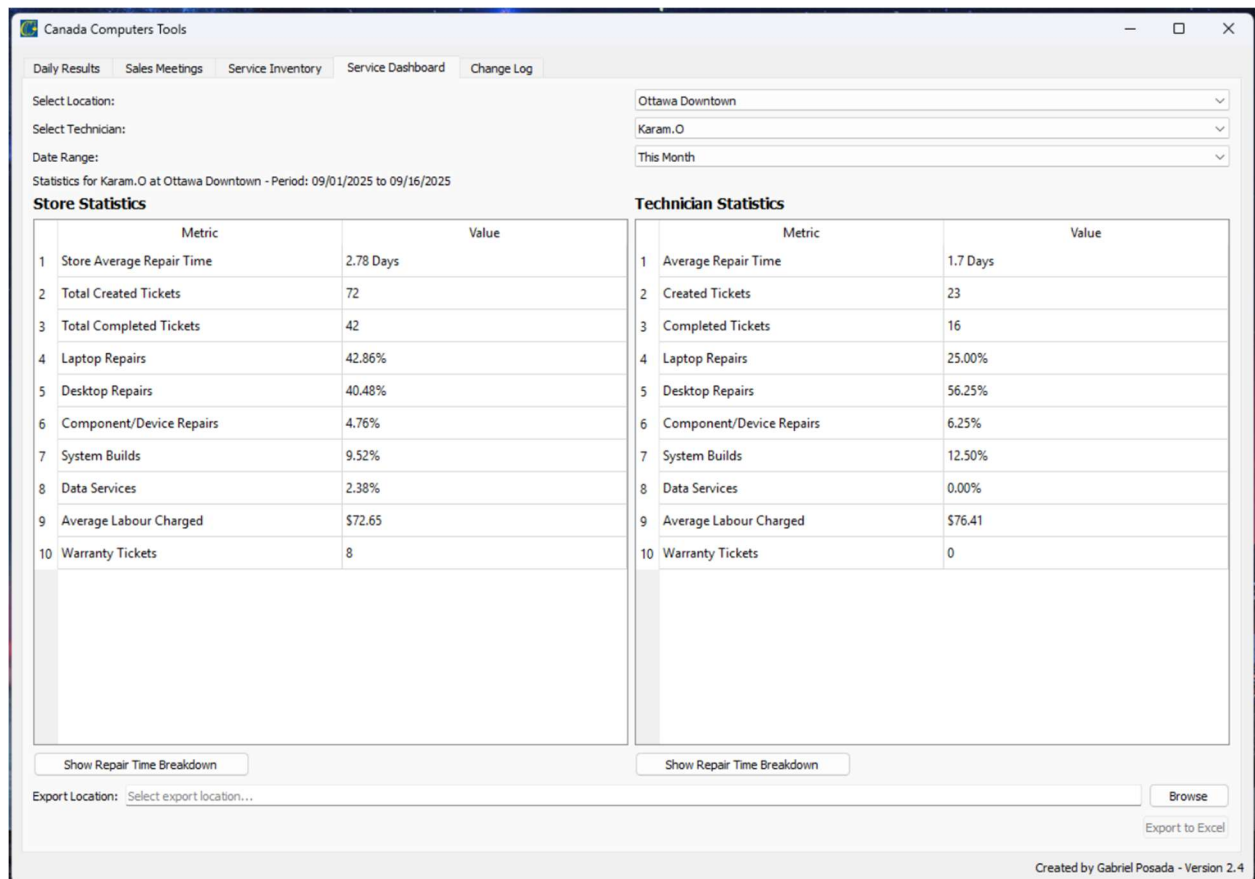
Notes: Ideally you want to always add things there. If the item is being transferred to HO then add like "Waiting for shipment to send item" or "Waiting for HO to confirm", or if you have received only 1 repair part and you need 2 then "Waiting for extra part to finish repair".

For more examples you can head to 138 Ottawa Downtown on the inventory page in Sharepoint and look at some of the inventories we have submitted to get an idea.



## Service Dashboard

This Dashboard will give you information about your service center and its performance. You will also be able to get information about each technician compared to the overall service department performance. This tool is great for both Techs and MODs to know where everyone is at.



Screenshot 10 - Service Dashboard

The moment you select the location, the screen will refresh with the current data and performance (this doesn't refresh automatically and after 30 or 40 of minutes you will need to relaunch the program, this bug is being fixed).

Information that you will get:

- Store Average Repair Time
- Total Created Tickets (I just realized it should be Total Tickets Created lol, will fix on the next update)
- Total Completed Tickets (wording will be fixed next update as well :p)

- Laptop Repairs: Shows you how many tickets are laptops (percentage)
- Desktop Repairs: Shows you how many tickets are Desktops (percentage)
- Component/Device Repairs: Shows you how many tickets are Component/Device Repairs (percentage)
- System Builds: Shows you how many tickets are System Builds (percentage)
- Data Services: Shows you how many tickets are Data Services (percentage)
  - o All these percentages are based on how many tickets were signed in and completed in the date range specified
- Average Labour Charged: Shows you how much you charge on average in labour
- Warranty Tickets: How many tickets have you completed that are free due to Warranty (EPP) or a resign in.

All this information will be showed to you for both general store and a specific technician. If you want to see the breakdown of the repair time you can press the button below that shows Show Repair Time Breakdown and it will give you specific Desktop, Laptop, Component, System Build and Data Service Average time. See image below.

The screenshot displays the 'Canada Computers Tools' application window. The 'Service Dashboard' tab is active. At the top, filters are set for 'Ottawa Downtown' location, 'Karam.O' technician, and 'This Month' date range. The statistics are for the period 09/01/2025 to 09/16/2025.

**Store Statistics**

| Metric                      | Value     |
|-----------------------------|-----------|
| 1 Store Average Repair Time | 2.78 Days |
| 2 Total Created Tickets     | 72        |
| 3 Total Completed Tickets   | 42        |
| 4 Laptop Repairs            | 42.86%    |
| 5 Desktop Repairs           | 40.48%    |
| 6 Component/Device Repairs  | 4.76%     |
| 7 System Builds             | 9.52%     |

**Technician Statistics**

| Metric                     | Value    |
|----------------------------|----------|
| 1 Average Repair Time      | 1.7 Days |
| 2 Created Tickets          | 23       |
| 3 Completed Tickets        | 16       |
| 4 Laptop Repairs           | 25.00%   |
| 5 Desktop Repairs          | 56.25%   |
| 6 Component/Device Repairs | 6.25%    |
| 7 System Builds            | 12.50%   |

Below the statistics, there are two 'Hide Repair Time Breakdown' buttons. Clicking them reveals the following breakdowns:

**Store Repair Time Breakdown**

| Repair Type                 | Average Time |
|-----------------------------|--------------|
| 1 Desktop Avg Time          | 2.53 Days    |
| 2 Laptop Avg Time           | 3.24 Days    |
| 3 Component/Device Avg Time | 1.98 Days    |
| 4 System Build Avg Time     | 2.13 Days    |
| 5 Data Service Avg Time     | 3.00 Days    |

**Technician Repair Time Breakdown**

| Repair Type                 | Average Time |
|-----------------------------|--------------|
| 1 Laptop Avg Time           | 1.47 Days    |
| 2 Desktop Avg Time          | 1.80 Days    |
| 3 Component/Device Avg Time | 0.92 Days    |
| 4 System Build Avg Time     | 2.04 Days    |
| 5 Data Service Avg Time     | 0.00 Days    |

At the bottom, there is an 'Export Location' field with a 'Browse' button and an 'Export to Excel' button. The footer indicates 'Created by Gabriel Posada - Version 2.4'.

Screenshot 11 - Service Dashboard with Time breakdown