Labor Logging User Guide

This guide will instruct you on how to view, create, and update labor logs in RAVE and provide the common errors encountered associated with labor logging. Additionally, this guide will cover the new Time Management Experience system (TiME) and the associated tools and policies.

Important: You must take the mandatory training every year by signing in from your @microsoft accounts. Without this training, you will not have full access to timekeeping and will not be able to submit labor in RAVE.

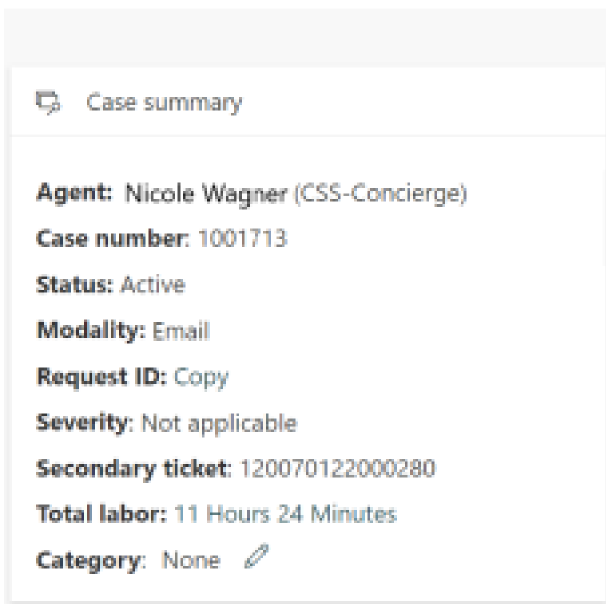
Mandatory training:

- WWTK Training for FTEs
- WWTK Training for non-FTEs with Corpnet Access
- WWTK Training for non-FTEs without Corpnet Access

After you've completed the course, allow 24-48 hours for its status to reflect in our system.

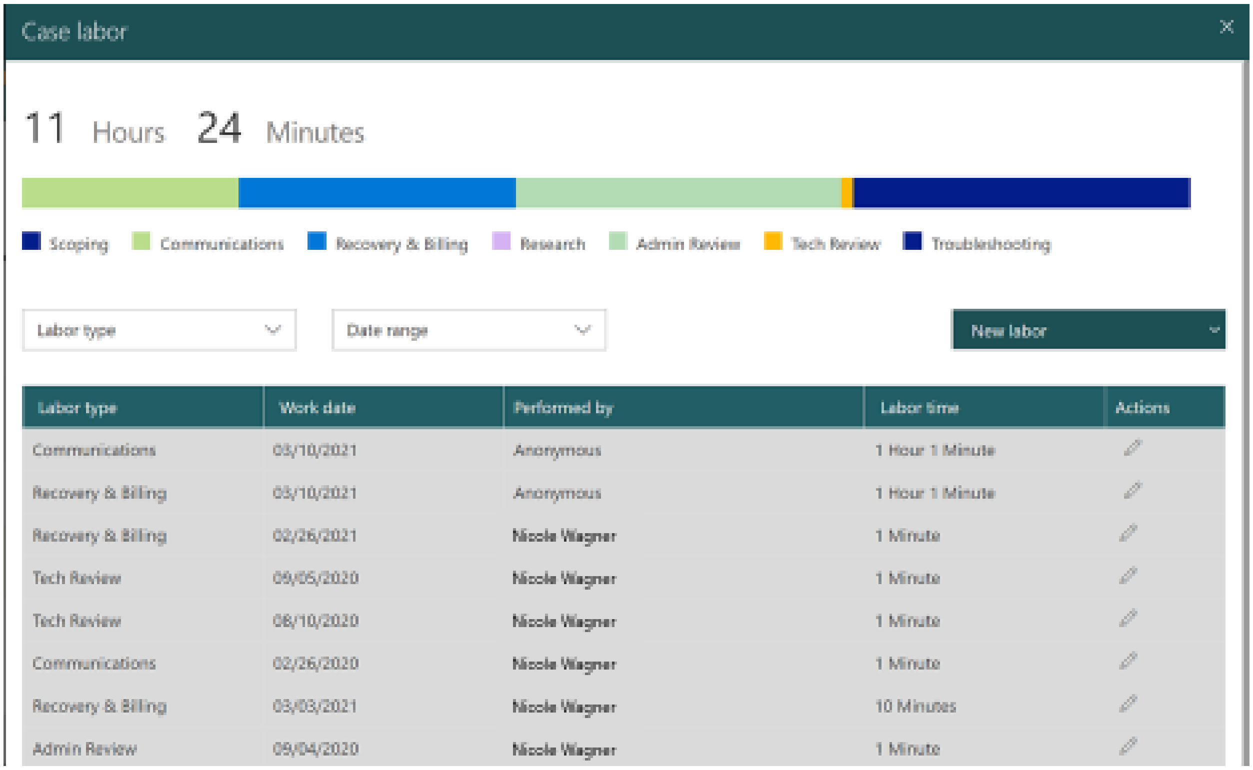
View labor logs

1. In RAVE, open a case, that is not completed, and go to the **Case summary** view.



Total labor found on the **Case summary** view.

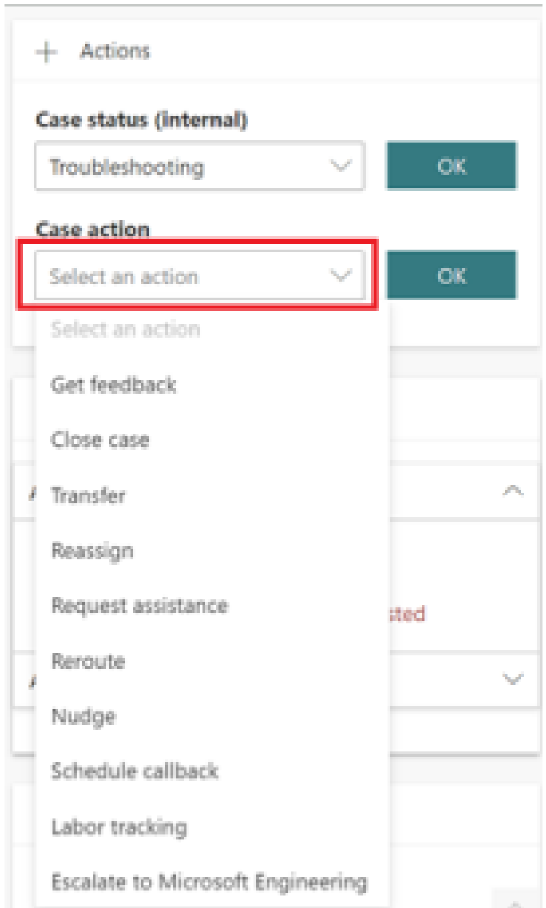
2. Select the displayed time listed by **Total labor.** The **Case labor** flyout opens.



Case labor pane listing all the logged labor.

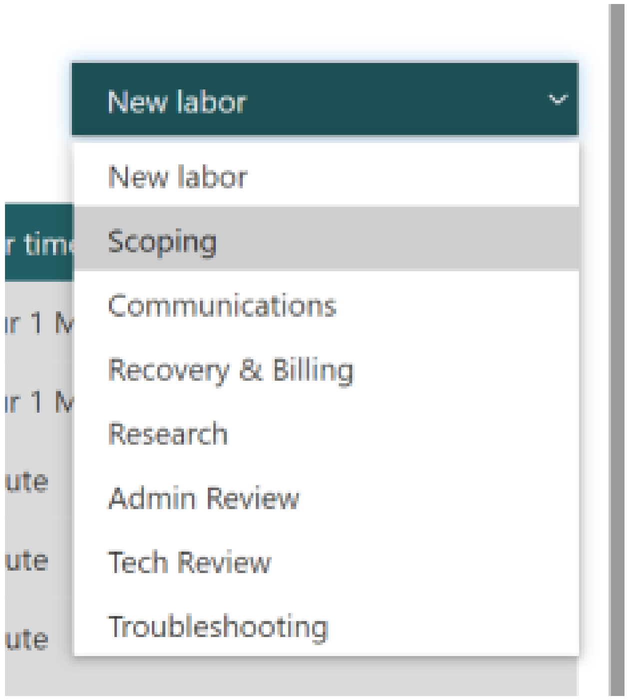
Create labor logs

1. In RAVE, open a case and go to the **Case actions** pane.
2. In the **Case action** drop-down list, select **Labor tracking**.



Case action menu.

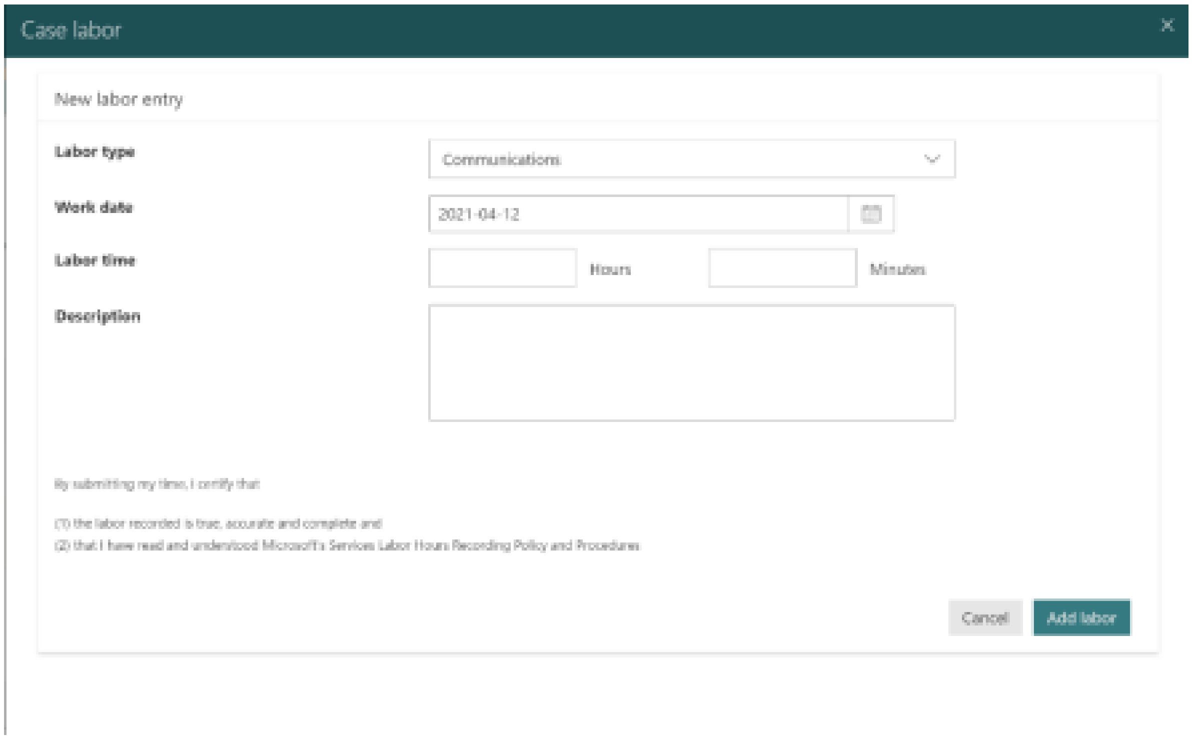
3. Select **OK**. A **New labor** flyout window opens.
4. In the **New labor** drop-down, select the appropriate labor type.



The Labor type for a new labor log

5. Complete the **New labor entry** form with the required details. •
   Labor type
   • Work date
   • Labor time
   • Description

   Note: The Labor description field cannot exceed 500 characters.



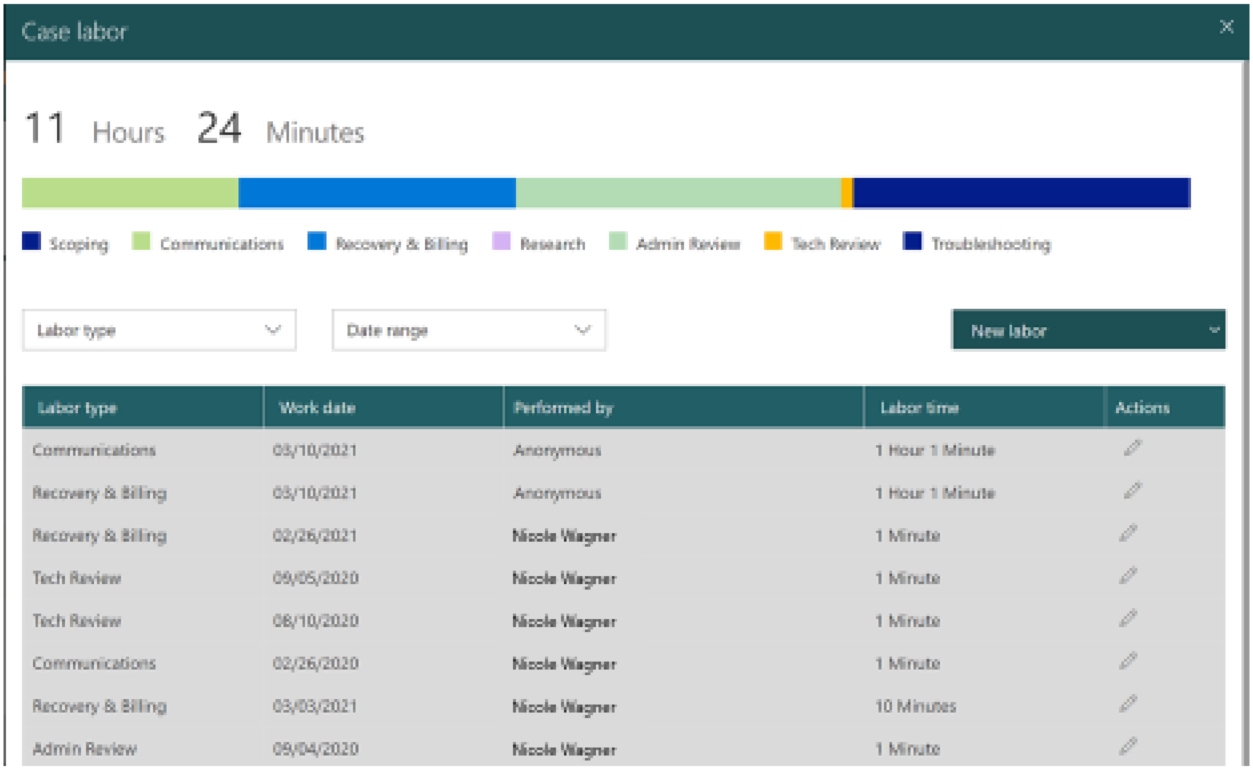
New labor entry form.

6. At the bottom of the form, select **Add labor** to create the new entry.

Note: If there is an error, it appears in the flyout. If no errors are found, the flyout closes and the new labor entry is added to the log list.

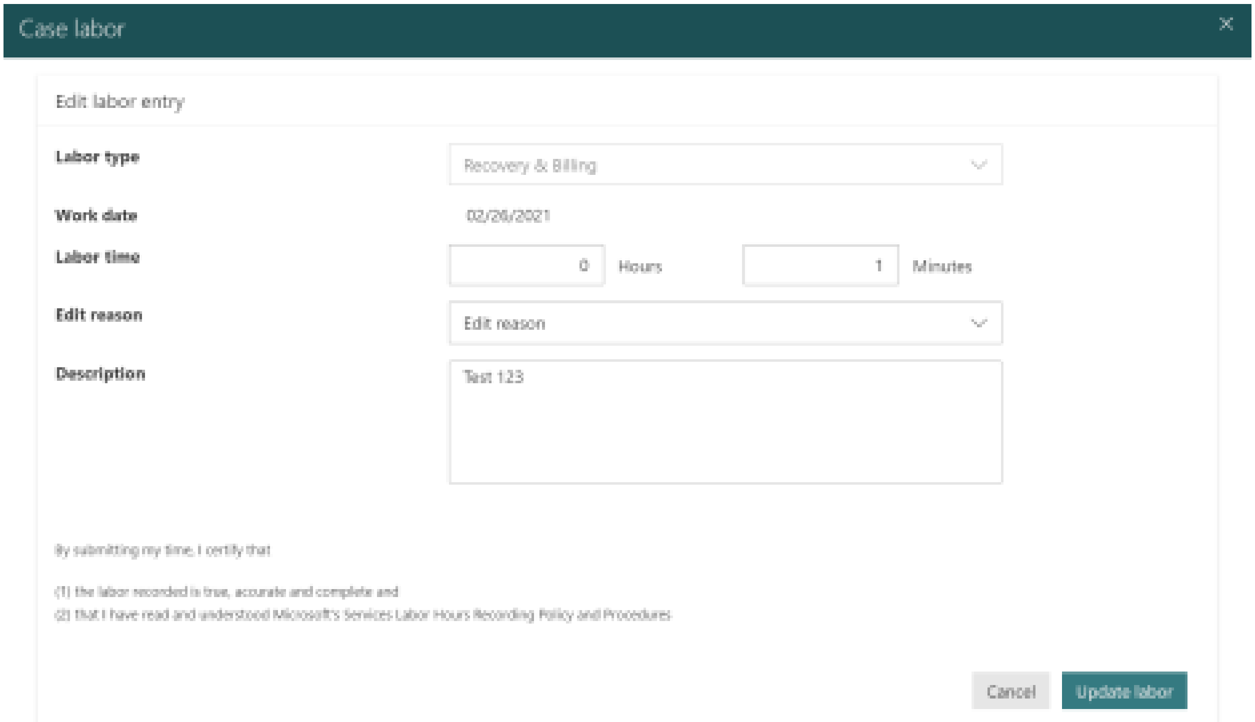
Update a labor log

1. In RAVE, open a case and go to the **Case summary** view**.**
2. Select **Total labor.** The **Case labor** flyout opens.



The **Case labor** window listing all the logged labor.

3. In the **Actions** column, select the **edit icon** (pencil) to start editing a log entry. A new flyout opens.
4. In the **Edit labor entry** form, make your updates and then select the appropriate **Edit reason**.



The **Edit labor** entry form.

5. Select **Update labor** to finish.

Note: If there is an error, it appears in the flyout. If no errors are found, the flyout closes and the updated labor entry is added to the log list.

Error messages in Labor forms

The following screenshot is an example of an error message appearing in the flyout when you edit or create new log entries.

An error message of “Edit reason is required” that displays on the **Labor edit** form.

List of possible error messages

The following list is all possible error messages that can appear in a flyout:

• "UnableToLoadLaborTracking": "Unable to load labor tracking. Please try again." • "UnableToEditLaborTracking": "Unable to edit labor tracking. Please try again." • "MaximumAllowedLabor": "Maximum allowed labor is: "
• "LateReasonRequired": "Late reason is required."
• "EditReasonRequired": "Edit reason is required."
• "LaborDateRequired": "Work date is required."
• "LaborTimeRequired": "Labor time is required"
• "LaborDescriptionRequired": "Labor Description is required"
• "UnableToSaveLaborTracking": "Unable to save labor tracking. Please try again." • "NoEntries": "No labor entries found."
• "InvalidDescription": "Labor description cannot exceed 500 characters."

List of possible validation error messages

• Labor tracking validation error. Labor time should be greater than zero for new entries. • Labor tracking validation error. Couldn't load request id: {data.RequestId.Value}. • Labor tracking validation error. Request State: {requestData.State} is not valid to create Labor tracking for RequestId {data.RequestId}.
• Labor tracking validation error. Couldn't load collaboration id: {data.AssistanceId.Value}. • Labor tracking can't be created for a closed case.
• Labor tracking not valid for date in the future.
• New labor tracking can't be created for a previous date without a late reason. • Error while retrieving existing labor tracking for partner id.
• Exceeds maximum allowed minutes.

The Time Management Experience system

Time Management Experience (TiME, Time 2.0) is a next-generation labor approval system used within CSS.

CSS users will ultimately use TiME through the Enterprise Services Experience (ESXP) and MSApprovals portals to:

- Approve labor (FTE Managers and Delegate Approvers).
- Delegate approval (Vendor Managers).
- Enter non-scorecard labor for US Public Sector (USPubSec) cases.
- View all case labor from case management tools (Dynamics for Microsoft (DfM), RAVE, Service Desk, and CritSit).

Using TiME

The user experience will be similar among Chronos and its replacements of ESXP and MSApprovals. Users will see banners and redirects appearing on the legacy tools that give them links, instructions, and resources on using TiME.

TiME resources

This section contains additional information and training materials for using TiME. We recommend that you watch the demo video (7:47 minutes).

Demo Video

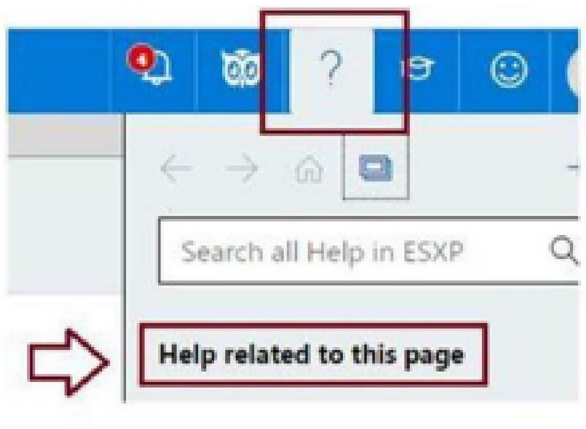
Watch CSS Labor on ESXP (Time 2.0).

HelpCentral Articles

1. Time Management Experience (TiME) Overview
2. CSS Labor View in ESXP (Time 2.0)
3. How to approve/reject labor on MSApprovals?

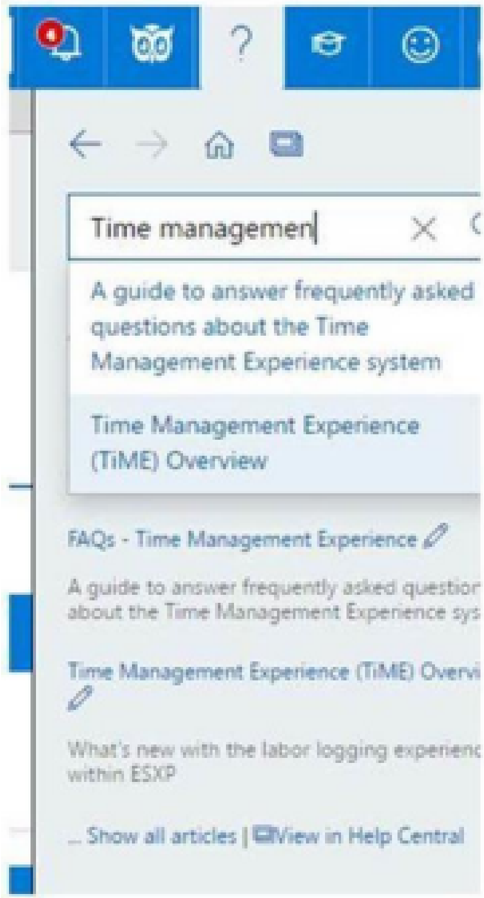
These articles can also be accessed from within ESXP:

1. In the header menu, select the **Help (?)** icon to open the Help section.



The Help section in ESXP.

2. Select **Help related to this page** or use the search bar to find articles related to TiME.

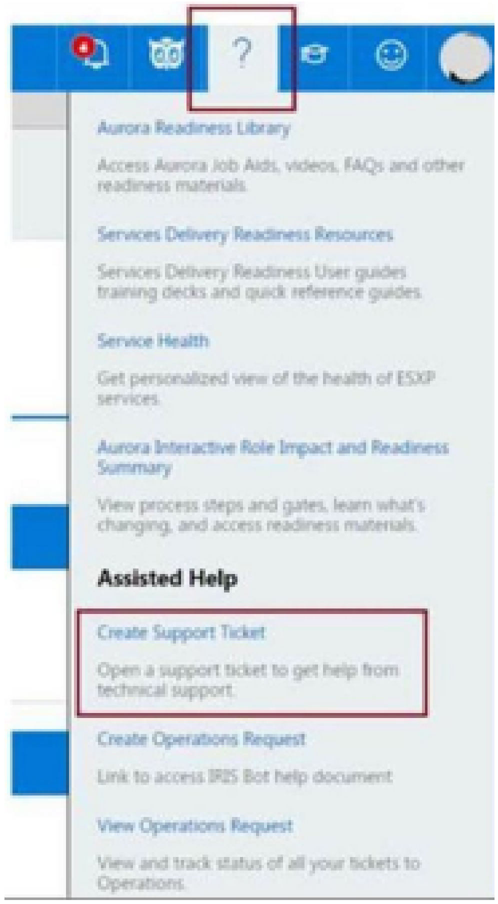


The search functionality in the help section

Create an ESXP support ticket

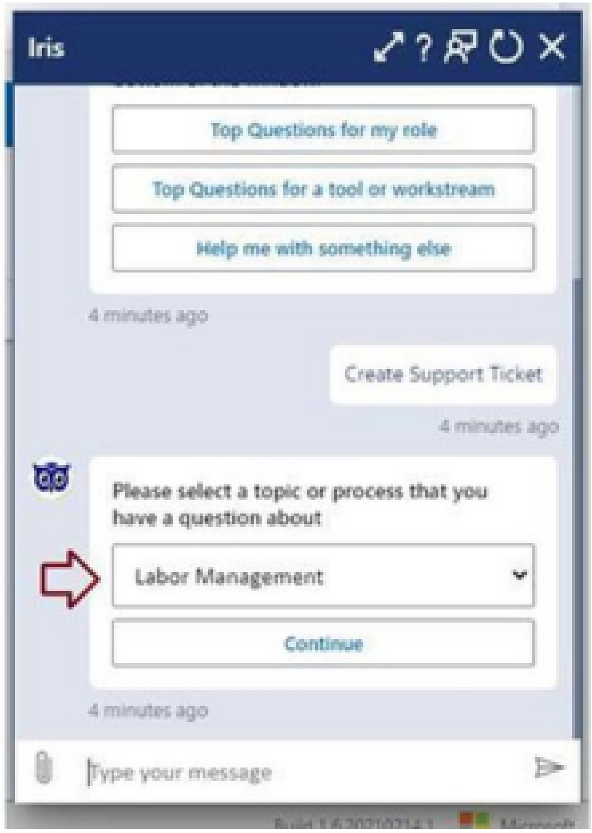
To create an ESXP support ticket:

1. In the header menu, select the **Help (?)** icon and then scroll down to the **Assisted Help** section.
2. Select **Create Support Ticket.** The bot chat window for ticket creation launches.



In the Assisted Help section, select the **Create Support Ticket** option.

3. In the bot window, select **Labor Management** and then select **Continue** to provide more details and submit the ticket.



The **Labor Management** selection in the bot chat window.

Worldwide Timekeeping training

If you require help with your Worldwide Timekeeping (WWTK) Training, use the following training material:

- WWTK Training for FTEs
- WWTK Training for non-FTEs with Corpnet Access
- WWTK Training for non-FTEs without Corpnet Access

Labor tracking policies and procedures

Review the Labor Entry and You: Keep Compliant and Maintain Customer Trust announcement from Chris Holt, Business Program Manager Tools, for TiME policies and procedures.

Summary of Actions by User Audience

(Post-deployment - Late March/Early April)

Audience	Action	When	Tool(s)	Exceptions/Notes
All CSS roles working all commercial support	Enter and code all labor associated with cases	Daily by 11:59 PM local time	[redacted]	Exception: RAVE users working Office 365 cases (exception does not apply to on-prem).

case types				

All CSS roles working all commercial support case types and approvers	Take WWTK training.	Training completed annually	[redacted]	N/A
FTE Managers and Delegate Approvers	Approve contract-based case labor (Premier and Unified).	Weekly by 11:59 PM Tuesday local time	[redacted]	Exception: Non-contract labor (Professional/Broad Commercial) does not require approval.
Vendor Managers	Delegate FTE as approver.	When onboarded to Chronos as a manager.	[redacted]	By policy, vendors cannot approve labor.
All CSS roles working US Public Sector (USPubSec) cases	Enter non customer/non scorecard time as a single General Administration entry.	Daily by 11:59 PM local time	[redacted]	Exception: Individuals in Germany, Finland, and Brazil may work USPubSec cases but do not need to track non scorecard time.

Summary of the RAVE tool and policy

Tool	Use	How-To	Access	Policy and procedure
RAVE	Case labor	On Premise Support in RAVE	RAVE Desk	Informational: WWTK - World Wide Time Keeping Information for CSS

Need help?

To request that content be updated or added to this wiki, submit a Documentation Bug via [redacted] [redacted] or contact [redacted].