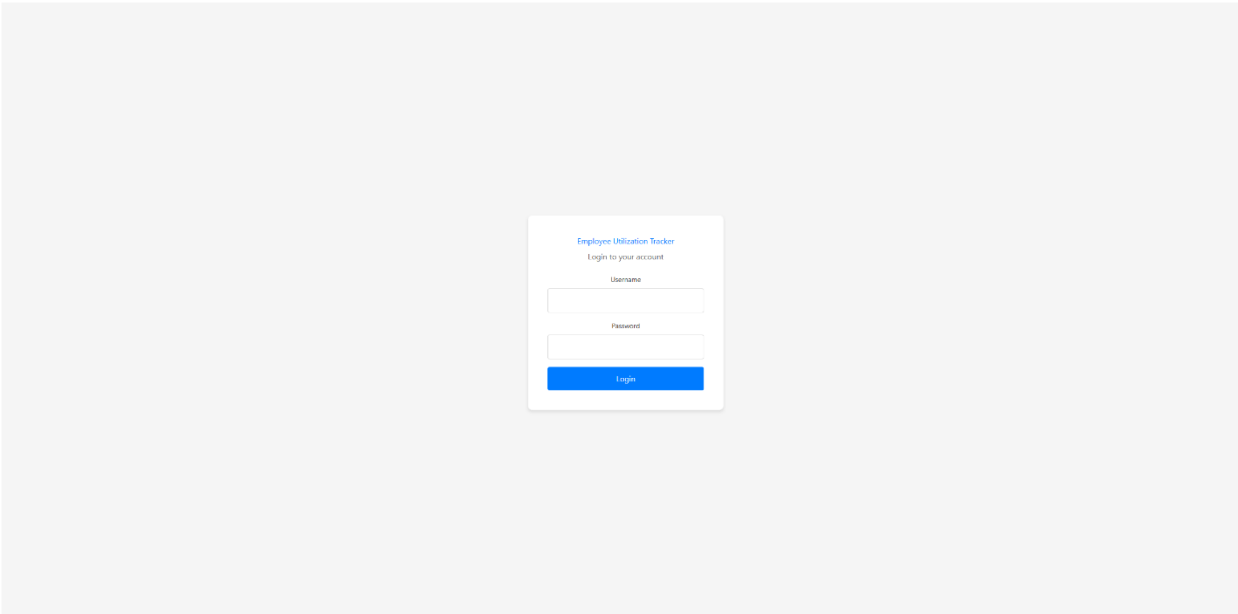
This website is going to be used to track employees work utilization and to send customer service reports after a service visit is completed

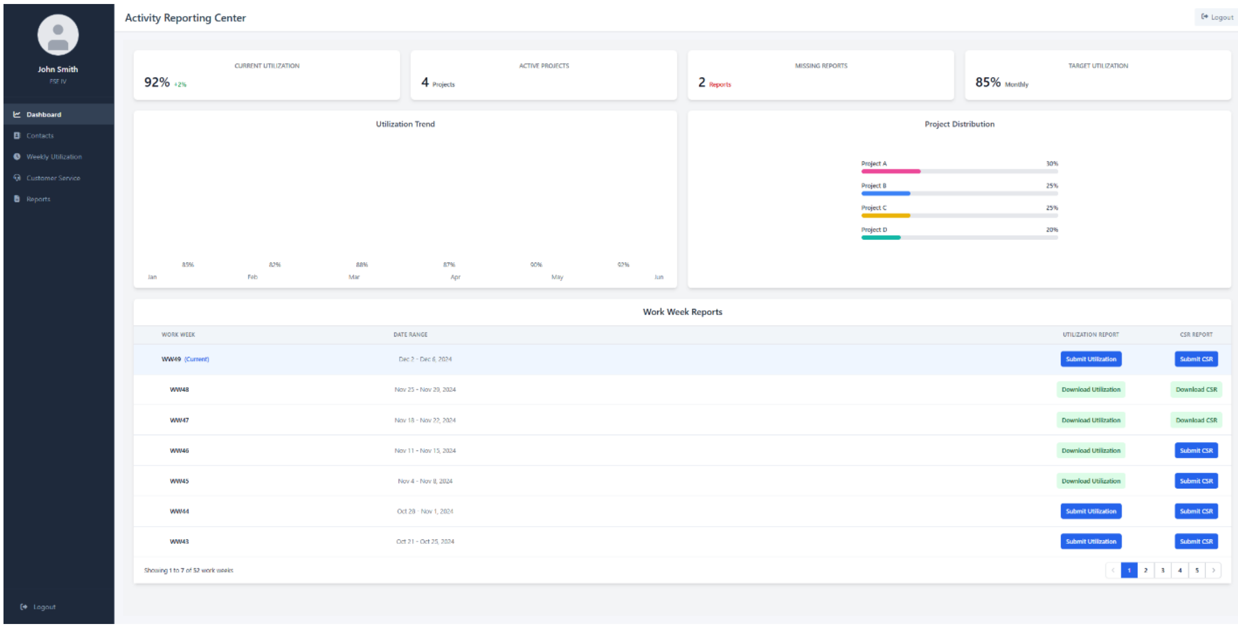


Login page

Employee Login – Takes you to that employees dashboard. Employees can submit CSR’s and Utilizations, view previously submitted reports, and see company contacts

Manager Login – Takes you to that managers dashboard. Managers can view their employees productivity, manage contacts, service contracts, and view employee contact information

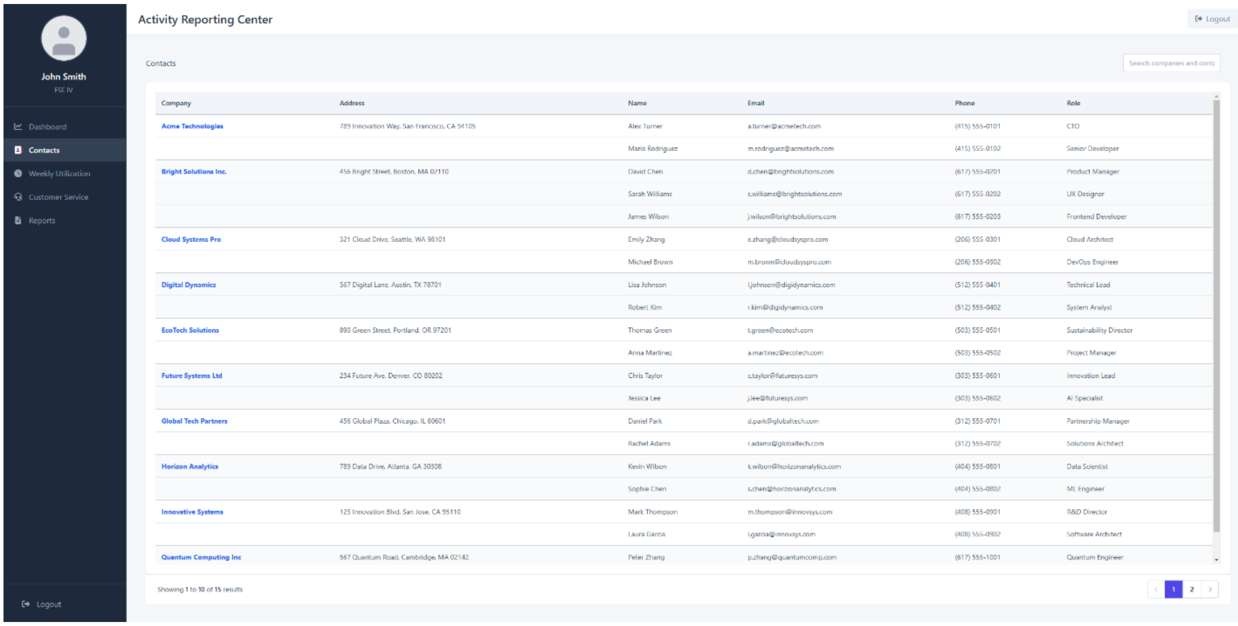
Employee - Dashboard



Here is the layout of the employee dashboard. The first half of the page will be dedicated to metrics (we will build this later, for now please insert placeholders) the second half should be a list showing the current work week, with 2 buttons to submit the utilization and CSR. Below the current work week should be the previous work week with the option to download the reports if they were submitted. If the report wasn't submitted then the button should still say submit utilization/CSR. Every Monday morning, a new workweek should appear at the top of the page.

If the system detects that there are missing reports, a banner notification at the top of the dashboard should read "You have unsubmitted reports due"

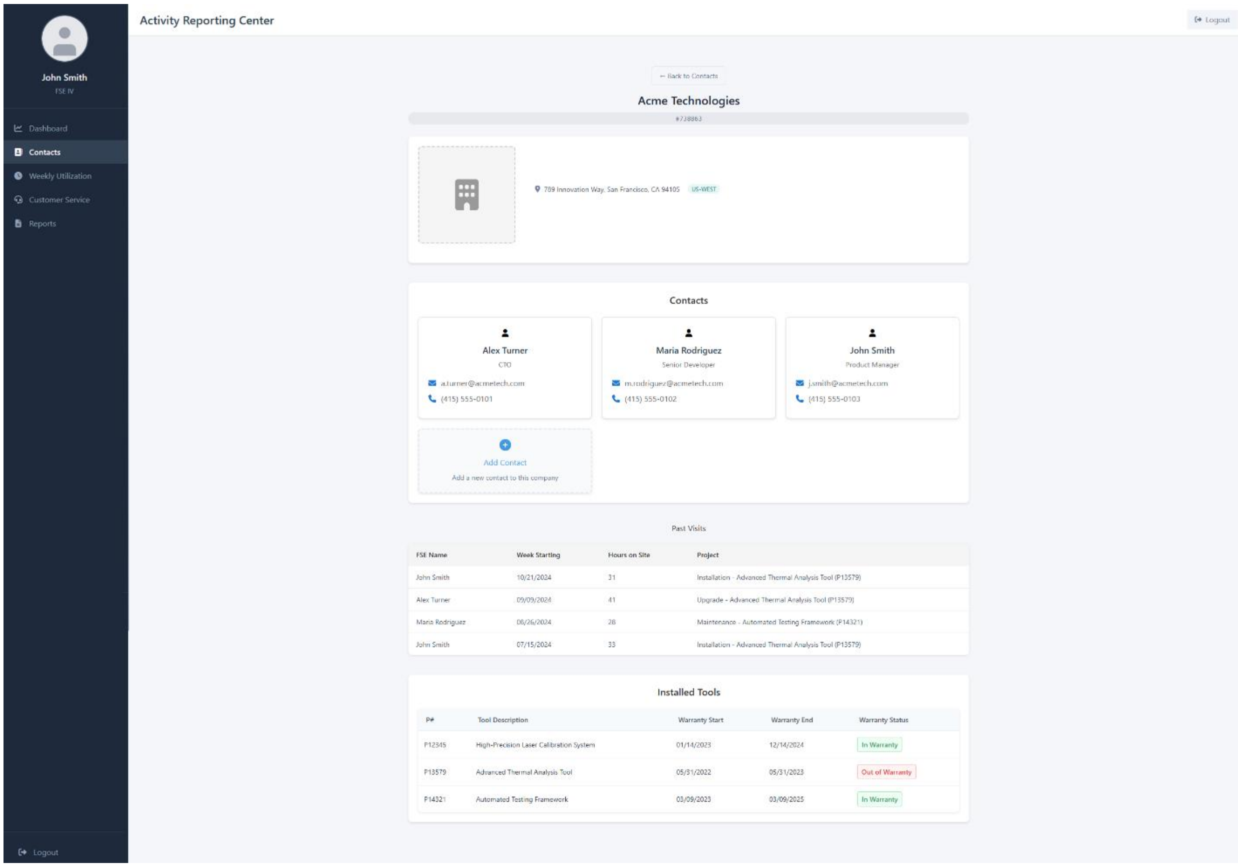
Employee - Contacts



The next view will be the global contact book. Here employees can see customer contacts that the manger creates. Employees do not have the option to edit contacts, only the manager.

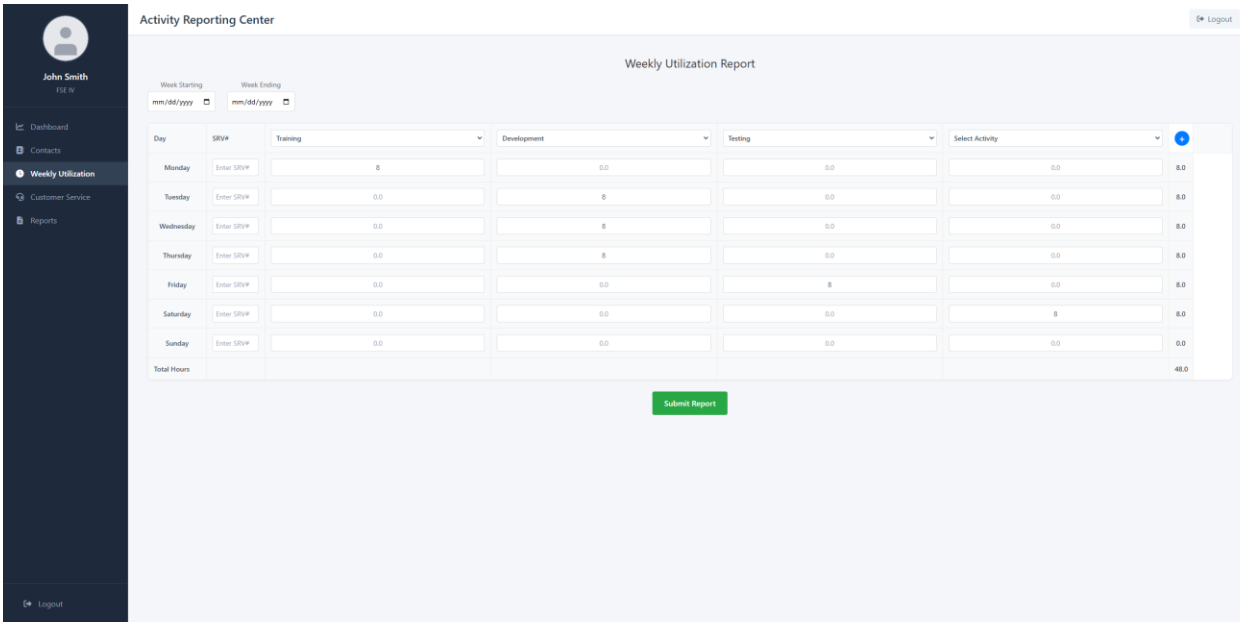
Some companies will have multiple contacts, so please ensure the functionality allows for multiple contacts per company. Please build this page exactly as shown.

Employee - Contacts Detailed



If the employee clicks on the company name, it will take them to the contacts detailed view. Here will be the company name, address, the contacts, previous employees that have visited the company, and all of the installed tools they have. The employee does not have the option to edit the details of this page, only the manager.

Employee Utilization Report Submission Page



The utilization report is a form we use internally to track employee activity. It is different from the customer service report. My code is bad but here is how the form should perform. The default table should be the days of the work week and a column for a SRV number. The SRV number is a unique ID we assign to some tasks, and is not present in all. When the user presses the plus button I would like a new column to appear with a drop down of different categories. The button should then move to the right. Pressing it again should create a new column, and so on.

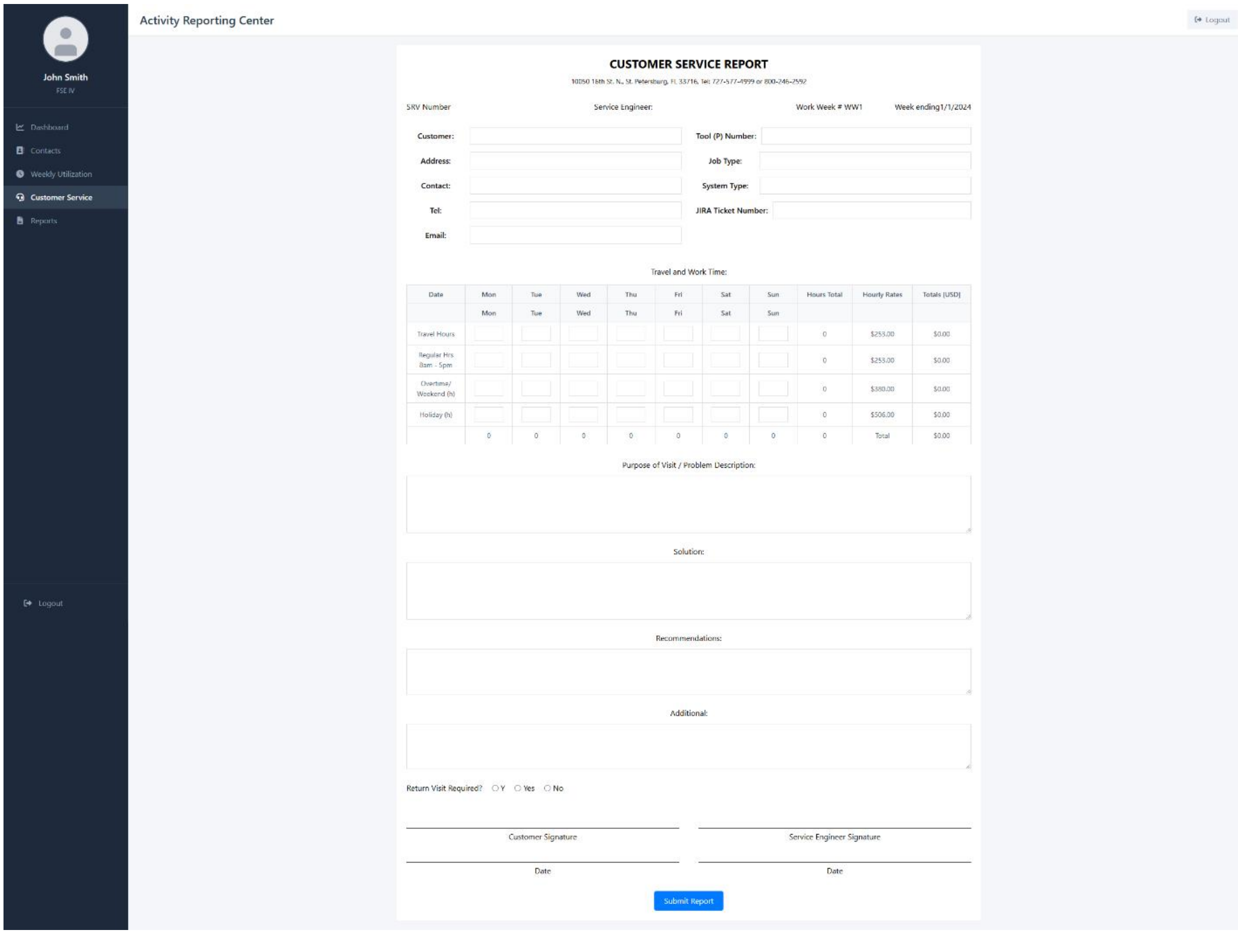
Work Week XX

DAY	SRV	+
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Total		

DAY	SRV	**Dropdown**	+
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Total			

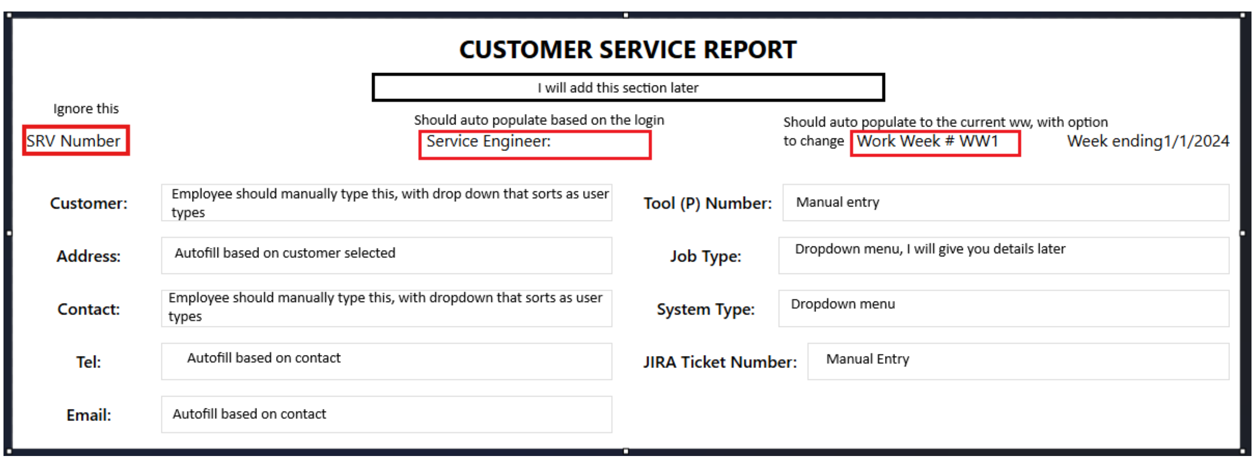
When the user presses submit, the information I want to see in the database is: On work week 5, john smith spent 5 hours in category 1, 8 in category 2, 3 in category 3, with total XX hours worked for the week.

Employee - Customer Service Report Submission Page



Here is the customer service report page. Customer Service Reports are documents that the employee fills out and is sent to the customer to provide a summary of the work that was done and how much the cost will be.

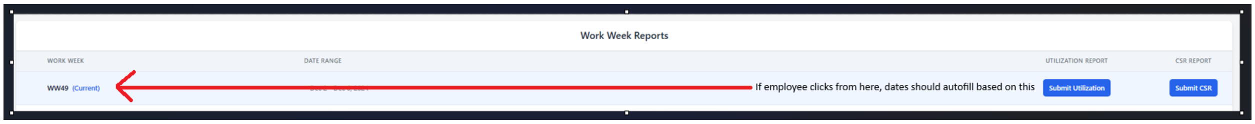
Starting at the top:



Employee - Customer Service Report Submission Page

There are many ways that the employee can get to the CSR page. If the employee clicks on the Customer Service button on the side menu, the default dates should be the current work week of the year.

If the employee clicks from the dashboard a specific work week



These dates should populate here:

Travel and Work Time:

Date	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Hours Total	Hourly Rates	Totals [USD]
	Mon	Tue	Wed	Thu	Fri	Sat	Sun			

When an employee clicks submit report, a few things should happen. The following fields must be saved to the database:

Customer:		**Tool (P) Number:**	
Address:		**Job Type:**	
Contact:		**System Type:**	
Tel:		**JIRA Ticket Number:**	
Email:			

Travel and Work Time:

Date	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Hours Total	Hourly Rates	Totals [USD]
	Mon	Tue	Wed	Thu	Fri	Sat	Sun			
Travel Hours								0	$253.00	$0.00
Regular Hrs 8am - 5pm								0	$253.00	$0.00
Overtime/ Weekend (h)								0	$380.00	$0.00
Holiday (h)								0	$506.00	$0.00
	0	0	0	0	0	0	0	0	Total	$0.00

For example, I want to see that on WW5, John Smith went to ABC company, and did a warranty job on P11111, a VLN, and he spent 5 hours traveling and 8 hours working, and the total cost was $7000.

Employee - Customer Service Report Submission Page

Clicking submit should then create a PDF of the form that looks like this

SRV Number

Work Week #

WW 1

Service Engineer

My Name Is:

Week ending 1/7/2024

:ustomer:

Tool (P) Number:

ddress:

Job Type:

:ontact:

System Type:

'el:

JIRA Ticket Number:

:mail:

'ravel and Work Time:

Date	01/01/24 Mon	01/02/24 Tue	01/03/24 Wed	01/04/24 Thu	01/05/24 Fri	01/06/24 Sat	01/07/24 Sun	Hours Total	Hourly Rates	Totals [USD]
'ravel Hours								0	$253.00	$0.00
:egular Hrs am - 5pm								0	$253.00	$0.00
)vertime/ Veekend (h)								0	$380.00	$0.00
loliday (h)								0	$506.00	$0.00
	0	0	0	0	0	0	0	0		
									Total	$0.00

'urpose of Visit / Problem Description:

:olution:

:ecommendations:

\dditonal

Return Visit Required? ___Y___Yes ______No

Customer Signature

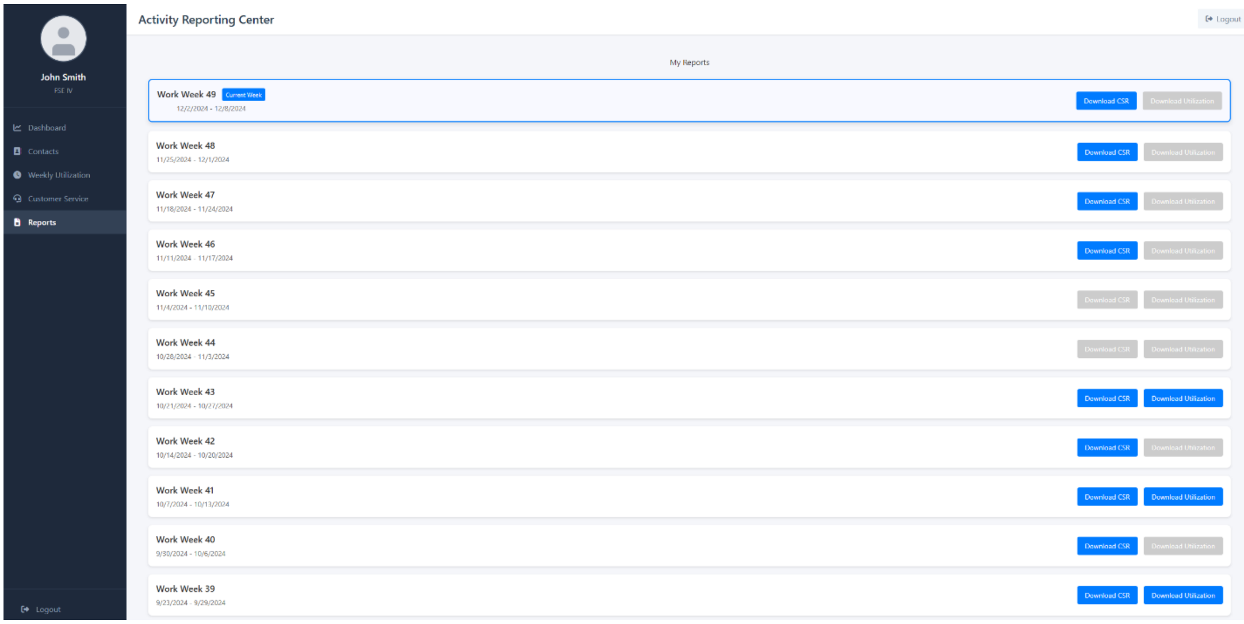
Service Engineer Signature

Date

Date

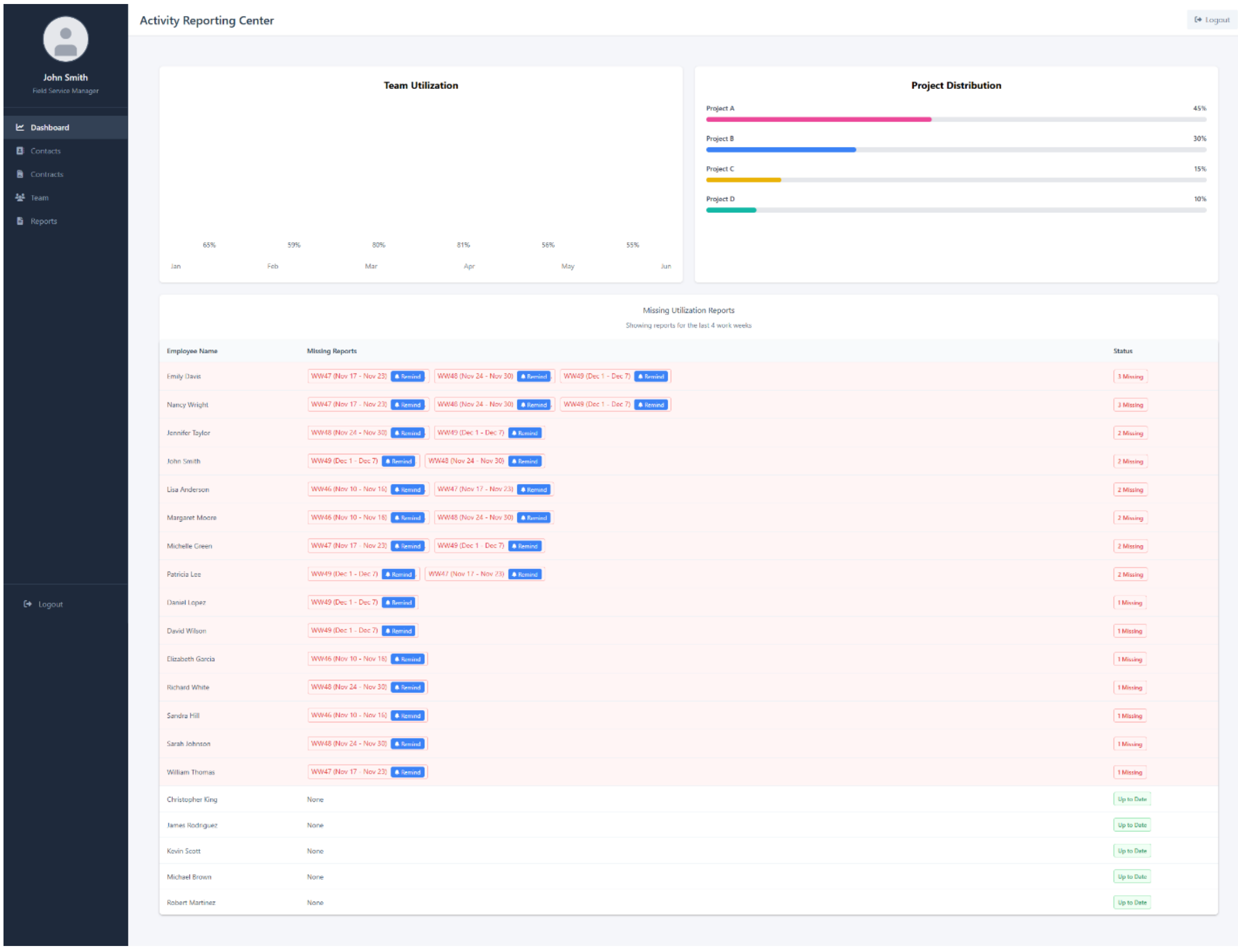
This PDF should be stored and accessible by the employee and manager. The form should then be sent to the customer (whoever is in the email field) with option to sign.

Employee - Reports page



The last page should be all reports sorted by work week, with option to download. If the report isn't submitted, the button should be grayed out.

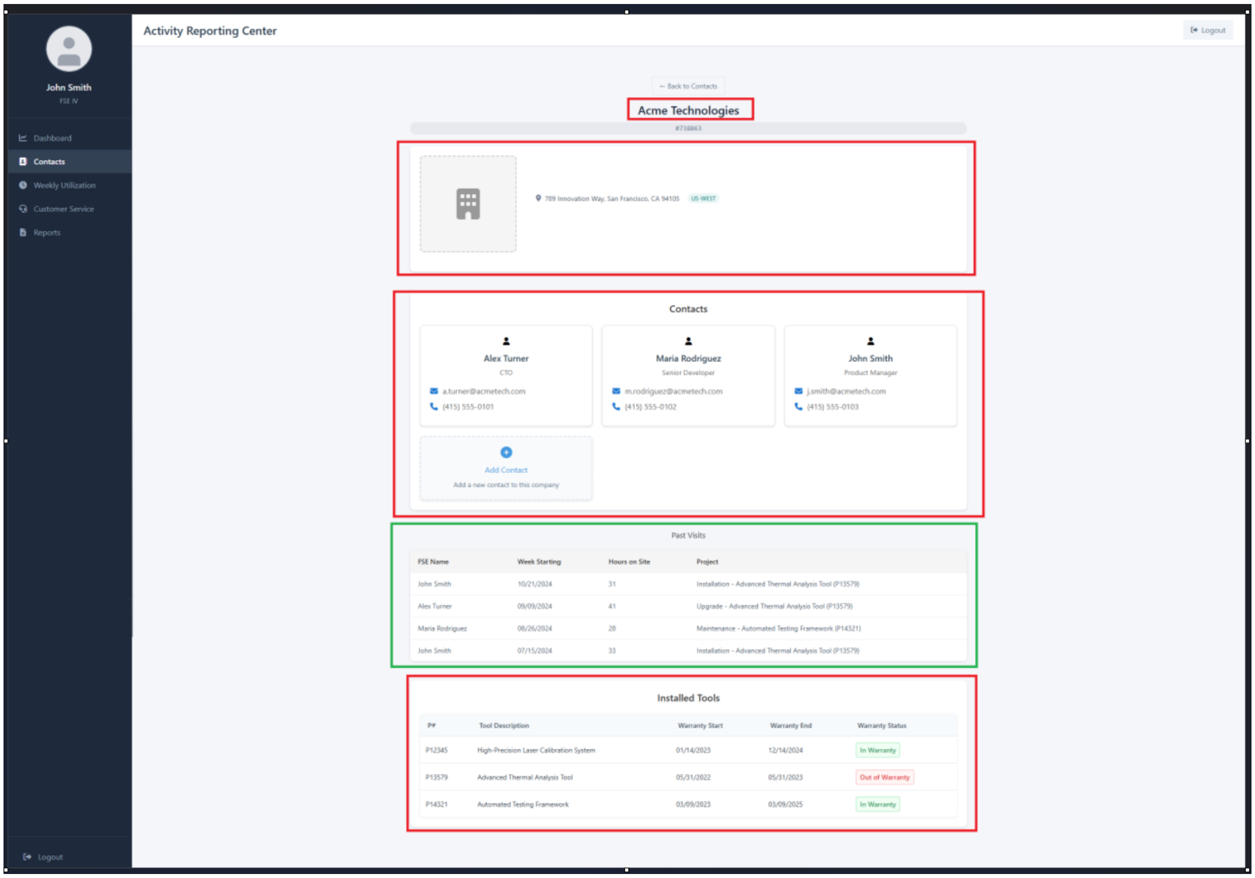
Manager – Dashboard



Here is the layout of the manager dashboard. The first half of the page will be dedicated to metrics and the second half should be a list of all the employees that work for that manager, and if they are missing any utilization reports. This list should be sorted by the highest missing reports to lowest. The list should show which week is missing utilization reports and a small button to send an email reminder to the employee to do their report.

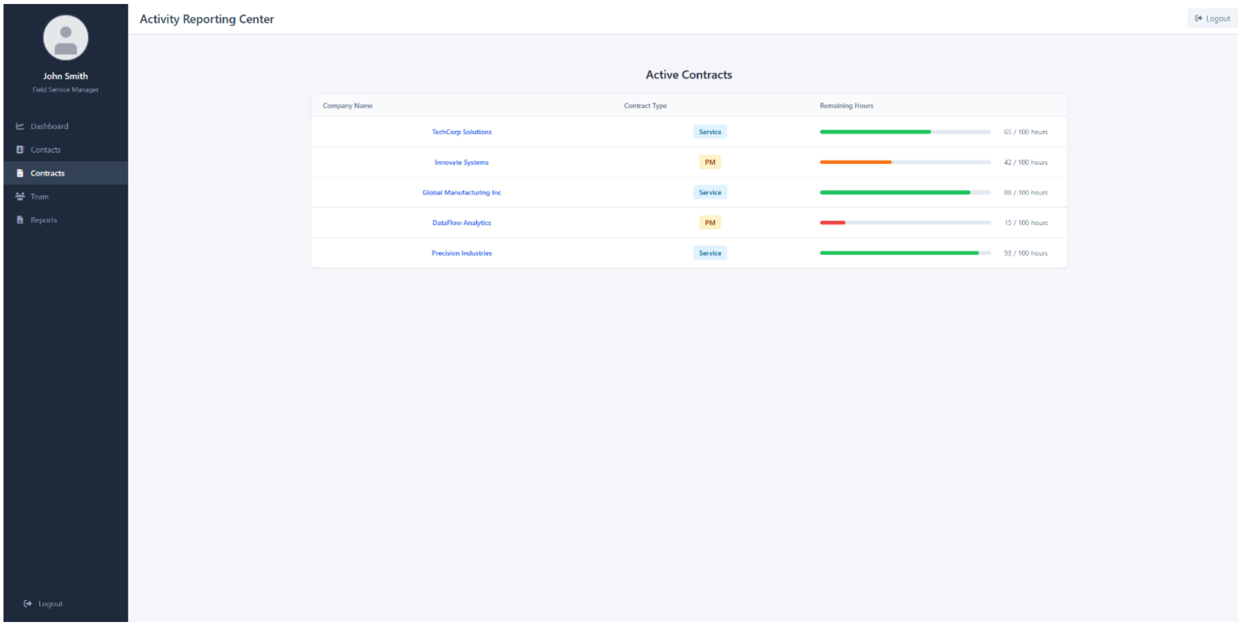
Manager – Contacts

The contacts page should look exactly like the employee contacts, but with the option to create new contacts in the database.



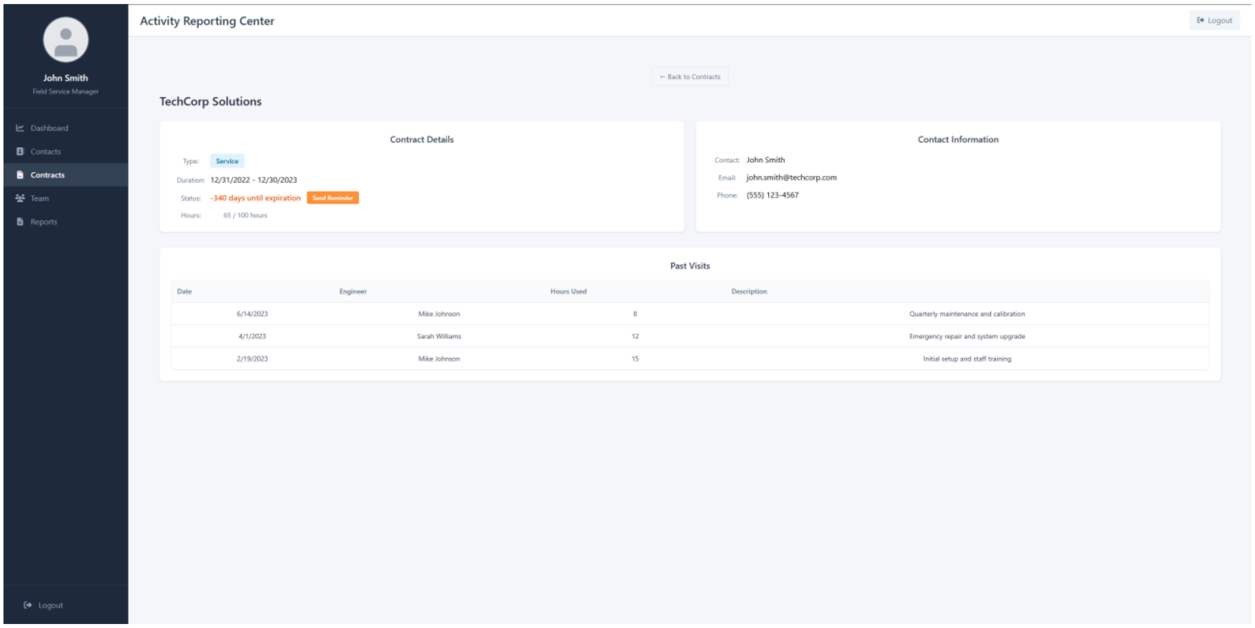
The boxes in red should be information that the manager enters. The box in green should be based on previously submitted utilization reports.

Manager – Contracts

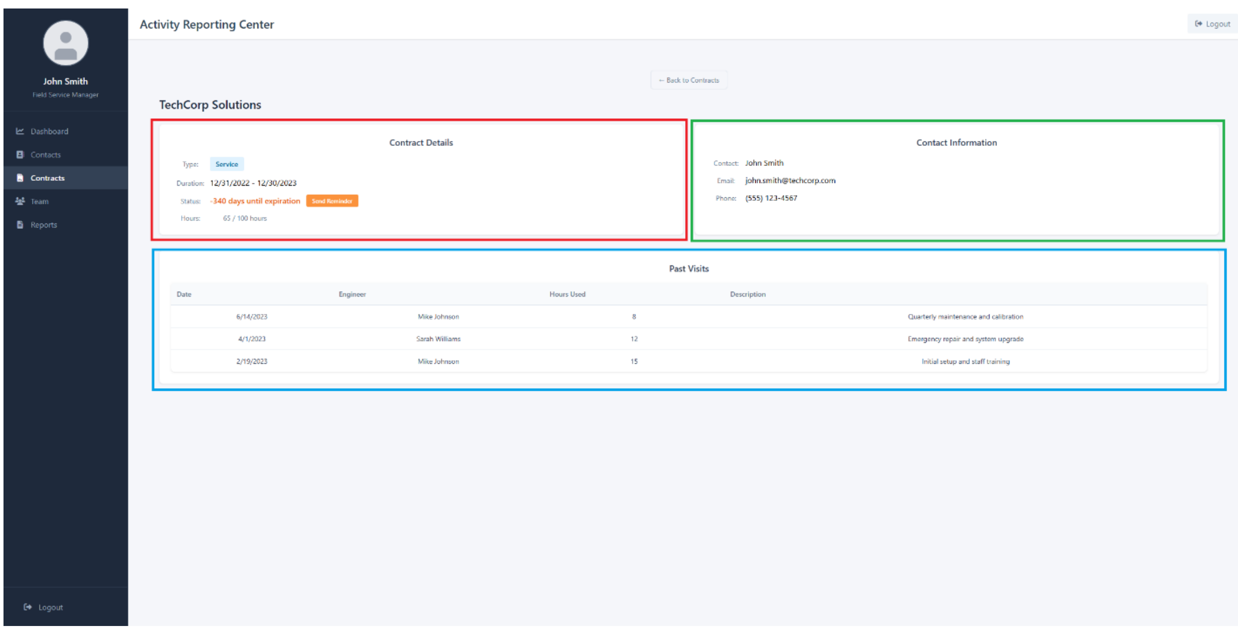


Sometimes we sell contracts to companies. The manager should be able to create contracts in the system. The table should show the company name, the type of contract (Service or PM) and the remaining hours.

Manager – Contracts Detailed View

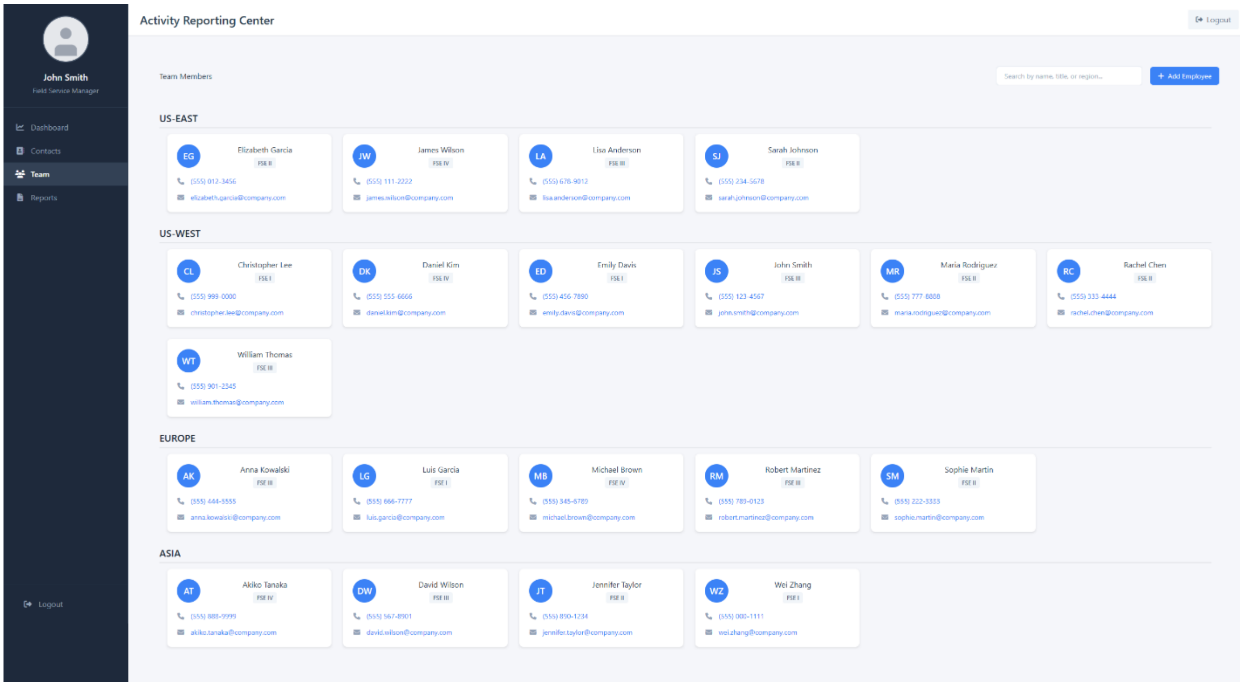


Clicking the company name should take you to the contracts detailed view.



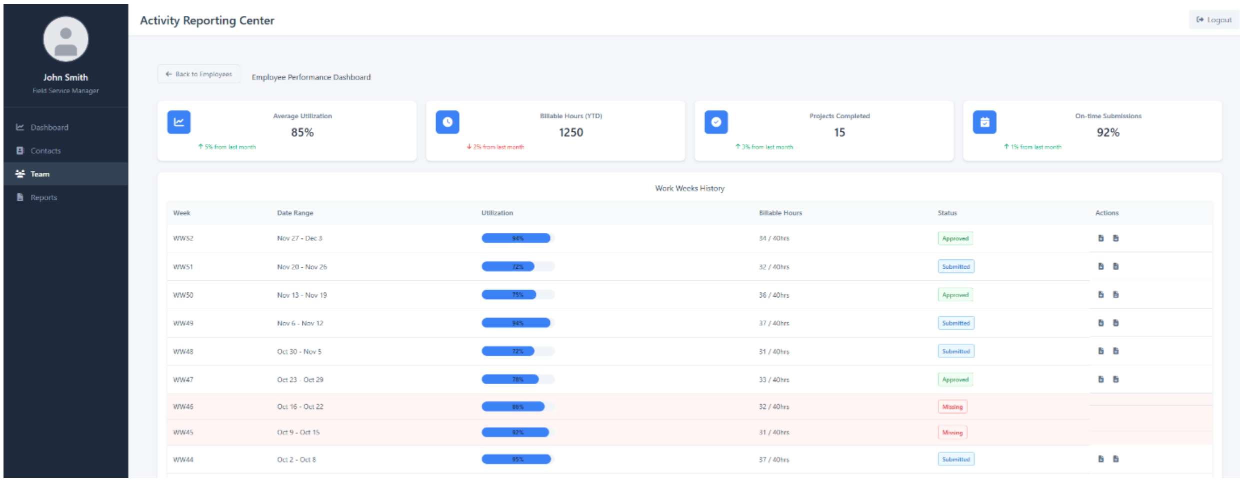
The information in red is what the manager manual enters. The greenbox is pulled from the contacts database. The blue box is based on previously submitted utilization reports.

Manager – Team View



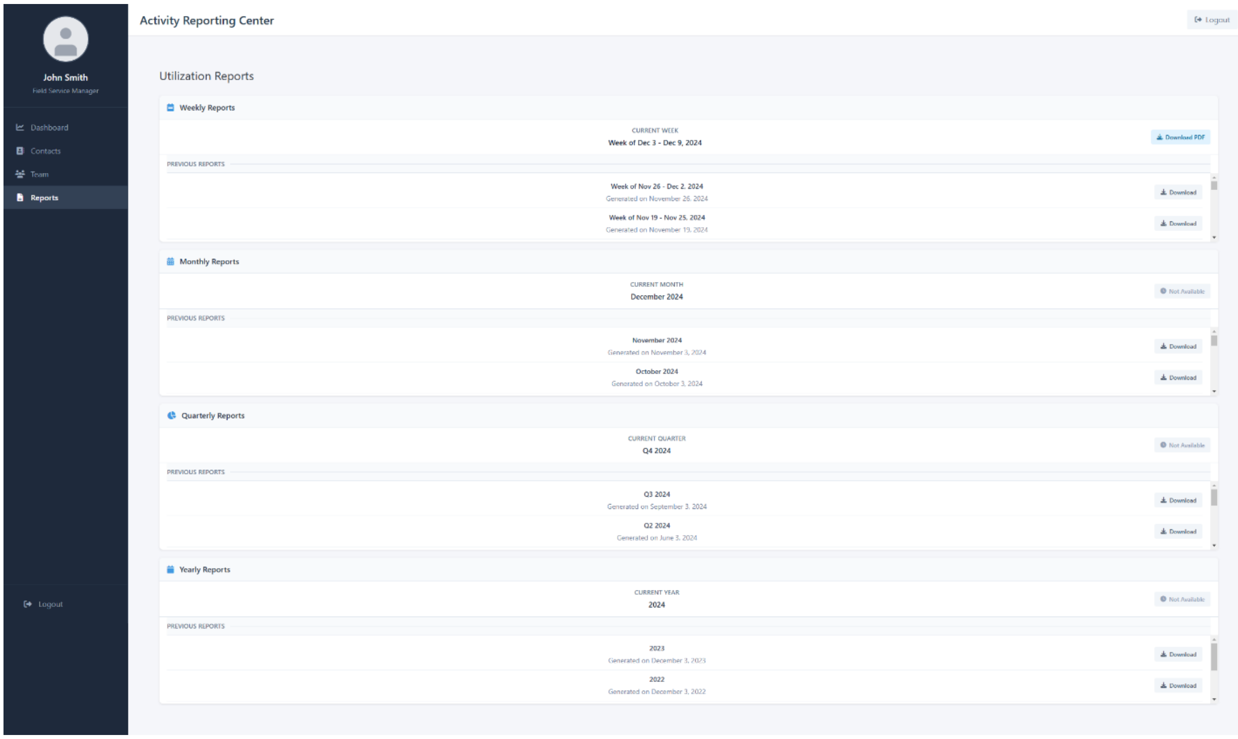
Clicking the Team button should show all of the employees that work for the manager. The manager should be able to add or delete employees from this page. Each card contains the employees name, job title, phone and email. The cards are sorted by the employees home region.

Manager – Team View Detailed view



Clicking on the employees name should take you to the team view detailed view. Here the manager can view different metrics. The second half of the page should have all of the work weeks, and the option to download both style reports.

Manager – Team View Detailed view



I would like the system to create weekly, monthly, quarterly, and yearly reports and generate pdfs based on various metrics.