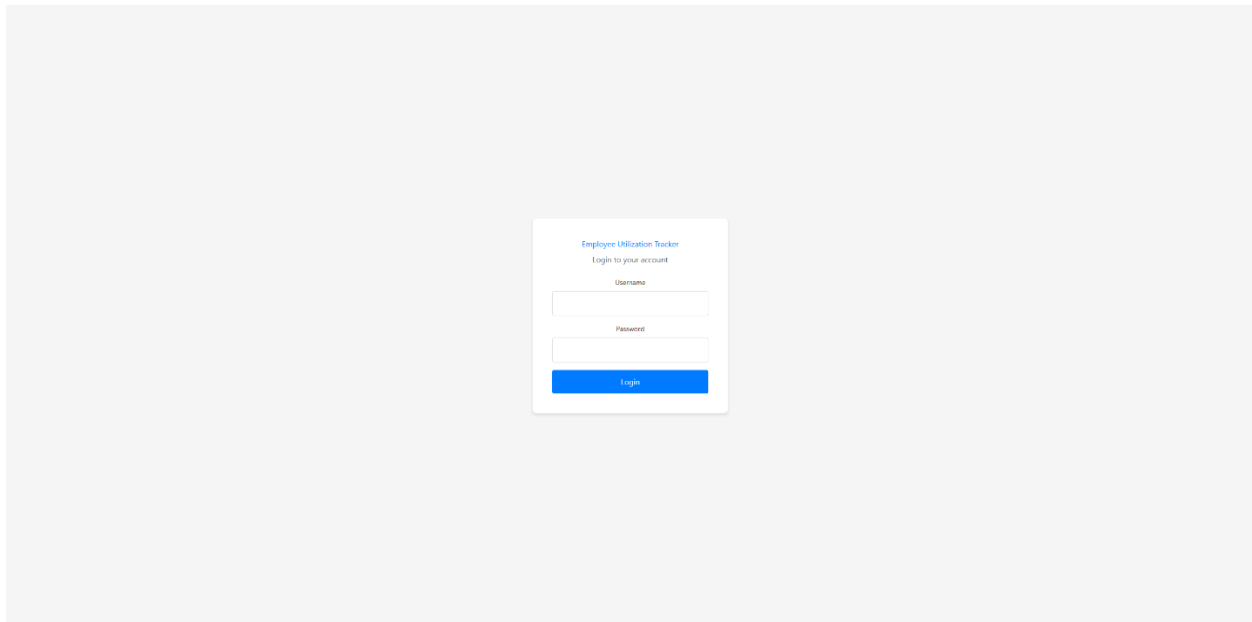


This website is going to be used to track employees work utilization and to send customer service reports after a service visit is completed

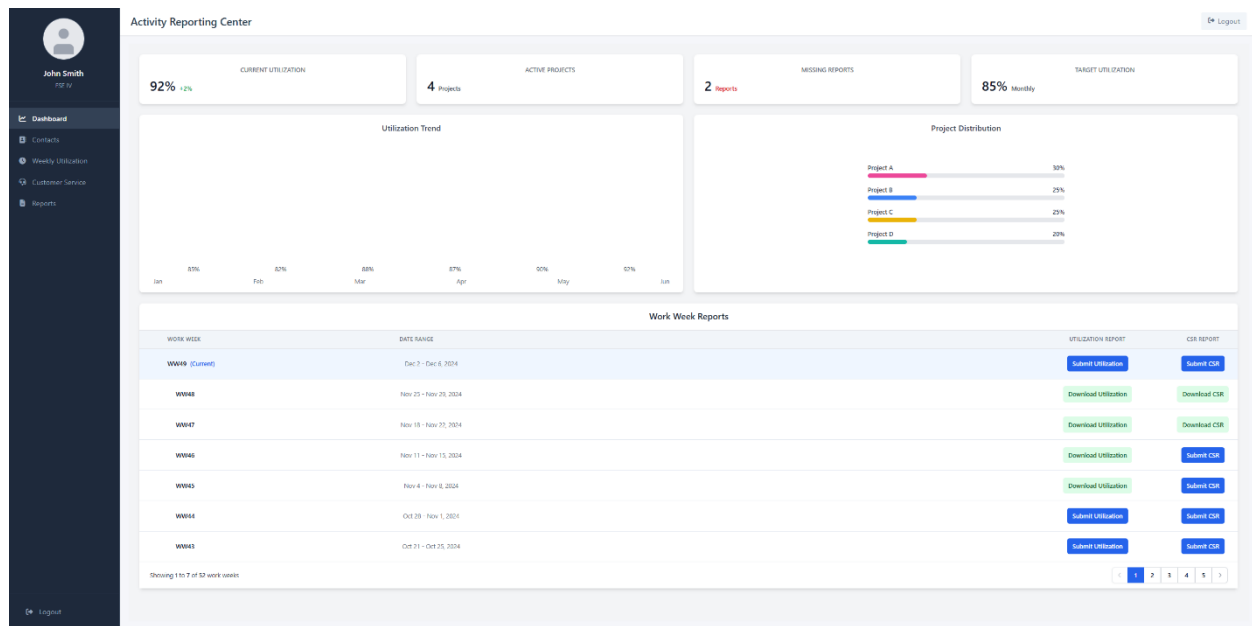


#### Login page

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

John Smith

PSI IV

Dashboard

Contacts

Weekly Utilization

Customer Service

Reports

Logout

Activity Reporting Center

Logout

Search companies and contacts

Contacts

Company	Address	Name	Email	Phone	Role
Acme Technologies	789 Innovation Way, San Francisco, CA 94105	Alex Turner	a.turner@acmetech.com	(415) 555-0101	CEO
		Maria Rodriguez	m.rodriguez@acmetech.com	(415) 555-0102	Senior Developer
Bright Solutions Inc.	456 Bright Street, Boston, MA 02110	David Chen	d.chen@brightsolutions.com	(617) 555-0201	Product Manager
		Sarah Williams	s.williams@brightsolutions.com	(617) 555-0202	UX Designer
		James Wilson	j.wilson@brightsolutions.com	(617) 555-0203	Frontend Developer
Cloud Systems Pro	321 Cloud Drive, Seattle, WA 98101	Emily Zhang	e.zhang@cloudsyspro.com	(206) 555-0301	Cloud Architect
Digital Dynamics	567 Digital Lane, Austin, TX 78701	Michael Brown	m.brown@digdynpro.com	(206) 555-0302	DevOps Engineer
		Lisa Johnson	l.johnson@digdynpro.com	(512) 555-0401	Technical Lead
		Robert Kim	r.kim@digdynpro.com	(512) 555-0402	System Analyst
EcoTech Solutions	890 Green Street, Portland, OR 97201	Thomas Green	t.green@ecotech.com	(503) 555-0501	Sustainability Director
		Anna Martinez	a.martinez@ecotech.com	(503) 555-0502	Project Manager
Future Systems Ltd	234 Future Ave, Denver, CO 80202	Chris Taylor	c.taylor@futuresys.com	(303) 555-0601	Innovation Lead
		Jessica Lee	j.lee@futuresys.com	(303) 555-0602	AI Specialist
Global Tech Partners	456 Global Plaza, Chicago, IL 60601	Daniel Park	d.park@globaltech.com	(312) 555-0701	Partnership Manager
		Rachel Adams	r.adams@globaltech.com	(312) 555-0702	Solutions Architect
Horizon Analytics	789 Data Drive, Atlanta, GA 30308	Kevin Wilson	k.wilson@horizonanalytics.com	(404) 555-0801	Data Scientist
Innovative Systems	123 Innovation Blvd, San Jose, CA 95110	Sophia Chen	s.chen@innovsys.com	(408) 555-0901	ML Engineer
		Mark Thompson	m.thompson@innovsys.com	(408) 555-0902	R&D Director
		Laura Garcia	l.garcia@innovsys.com	(408) 555-0903	Software Architect
Quantum Computing Inc	567 Quantum Road, Cambridge, MA 02142	Peter Zhang	p.zhang@quantumcomp.com	(617) 555-1001	Quantum Engineer

Showing 1 to 10 of 15 results

1


2

>

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



John Smith  
FSE IV

Dashboard

Contacts

Weekly Utilization

Customer Service

Reports


Activity Reporting Center

Logout

Back to Contacts

Acme Technologies


4/7/2024




789 Innovation Way, San Francisco, CA 94105


US-WEST


Contacts




Alex Turner  
CTO


 a.turner@acmetech.com


 (415) 555-0101




Maria Rodriguez  
Senior Developer


 m.rodriguez@acmetech.com


 (415) 555-0102



John Smith  
Product Manager

 j.smith@acmetech.com

 (415) 555-0103

 Add Contact

Add a new contact to this company

Past Visits

FSE Name	Week Starting	Hours on Site	Project
John Smith	10/21/2024	31	Installation - Advanced Thermal Analysis Tool (P13579)
Alex Turner	09/09/2024	41	Upgrade - Advanced Thermal Analysis Tool (P13579)
Maria Rodriguez	06/06/2024	28	Maintenance - Automated Testing Framework (P14321)
John Smith	07/15/2024	33	Installation - Advanced Thermal Analysis Tool (P13579)


Installed Tools

ID	Tool Description	Warranty Start	Warranty End	Warranty Status
P12545	High-Precision Laser Calibration System	01/14/2023	12/14/2024	In Warranty
P13579	Advanced Thermal Analysis Tool	05/01/2022	05/01/2023	Out of Warranty
P14321	Automated Testing Framework	03/09/2023	03/09/2025	In Warranty

Logout

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



John Smith  
FSE IV

Dashboard

Contacts

**Weekly Utilization**

Customer Service

Reports

Logout

Activity Reporting Center

Weekly Utilization Report

Week Starting  
mm/dd/yyyy

Week Ending  
mm/dd/yyyy

Day	SRV#	Training	Development	Testing	Select Activity	
Monday	Enter SRV#	8	0.0	0.0	0.0	0.0
Tuesday	Enter SRV#	0.0	8	0.0	0.0	8.0
Wednesday	Enter SRV#	0.0	8	0.0	0.0	8.0
Thursday	Enter SRV#	0.0	8	0.0	0.0	8.0
Friday	Enter SRV#	0.0	0.0	8	0.0	8.0
Saturday	Enter SRV#	0.0	0.0	0.0	8	8.0
Sunday	Enter SRV#	0.0	0.0	0.0	0.0	0.0
Total Hours						48.0

Submit Report

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



John Smith  
FSE IV

Dashboard

Contacts

Weekly Utilization

**Customer Service**

Requests

Logout

Activity Reporting Center

**CUSTOMER SERVICE REPORT**  
10250 14th St. N., St. Petersburg, FL 33716, Tel: 727-477-4999 or 800-246-2592

SRV Number:      Service Engineer:      Work Week # WW1      Week ending 1/1/2024

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 Rate	Total (\$/202)
	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

Purpose of Visit / Problem Description:

Solution:

Recommendations:

Additional:

Return Visit Required?   ☐ Y   ☐ Yes   ☐ No

Customer Signature  
Date:

Service Engineer Signature  
Date:

Submit Report

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:

**CUSTOMER SERVICE REPORT**

I will add this section later

Ignore this

SRV Number

Should auto populate based on the login

Service Engineer:

Should auto populate to the current ww, with option to change

Work Week # WW1

Week ending 1/1/2024

Customer:

Employee should manually type this, with drop down that sorts as user types

Tool (P) Number:

Manual entry

Address:

Autofill based on customer selected

Job Type:

Dropdown menu, I will give you details later

Contact:

Employee should manually type this, with dropdown that sorts as user types

System Type:

Dropdown menu

Tel:

Autofill based on contact

JIRA Ticket Number:

Manual Entry

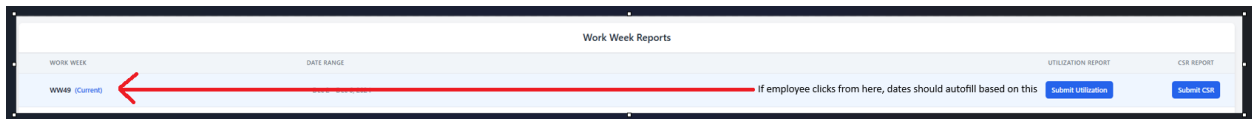
Email:

Autofill based on contact

## 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:	<input type="text"/>	Tool (P) Number:	<input type="text"/>
Address:	<input type="text"/>	Job Type:	<input type="text"/>
Contact:	<input type="text"/>	System Type:	<input type="text"/>
Tel:	<input type="text"/>	JIRA Ticket Number:	<input type="text"/>
Email:	<input type="text"/>		

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	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0	\$253.00	\$0.00
Regular Hrs 8am - 5pm	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0	\$253.00	\$0.00
Overtime/ Weekend (h)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0	\$380.00	\$0.00
Holiday (h)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	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 #
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>		<div style="border: 1px solid black; padding: 2px; display: inline-block;"><b>WW 1</b></div>
Service Engineer		
My Name Is:		Week ending 1/7/2024
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>		

<b>Customer:</b> _____ <b>Address:</b> _____ <b>Contact:</b> _____ <b>Cell:</b> _____ <b>Email:</b> _____	<b>Tool (P) Number:</b> _____ <b>Job Type:</b> _____ <b>System Type:</b> _____ <b>JIRA Ticket Number:</b> _____
---	--

Travel and Work Time:										
Date	01/01/24	01/02/24	01/03/24	01/04/24	01/05/24	01/06/24	01/07/24	Hours Total	Hourly Rates	Totals [USD]
	Mon	Tue	Wed	Thu	Fri	Sat	Sun			
Travel Hours								0	\$253.00	\$0.00
Regular Hrs am - 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		
									<b>Total</b>	<b>\$0.00</b>

**Purpose of Visit / Problem Description:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Solution:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Recommendations:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Additional**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Return Visit Required?** ☒ Yes ☐ No

<b>Customer Signature</b>  _____ <b>Date</b> _____	<b>Service Engineer Signature</b>  _____ <b>Date</b> _____
--	--

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

John Smith

Full Time

Dashboard

Contacts

Weekly Utilization

Customer Service

Reports

Logout

Activity Reporting Center

My Reports

Work Week 49

Current View

12/22/2024 - 12/28/2024

Download CSR

Download Utilization

Work Week 48

11/25/2024 - 12/1/2024

Download CSR

Download Utilization

Work Week 47

11/18/2024 - 11/24/2024

Download CSR

Download Utilization

Work Week 46

11/11/2024 - 11/17/2024

Download CSR

Download Utilization

Work Week 45

11/4/2024 - 11/10/2024

Download CSR

Download Utilization

Work Week 44

10/28/2024 - 11/3/2024

Download CSR

Download Utilization

Work Week 43

10/21/2024 - 10/27/2024

Download CSR

Download Utilization

Work Week 42

10/14/2024 - 10/20/2024

Download CSR

Download Utilization

Work Week 41

10/7/2024 - 10/13/2024

Download CSR

Download Utilization

Work Week 40

9/30/2024 - 10/6/2024

Download CSR

Download Utilization

Work Week 39

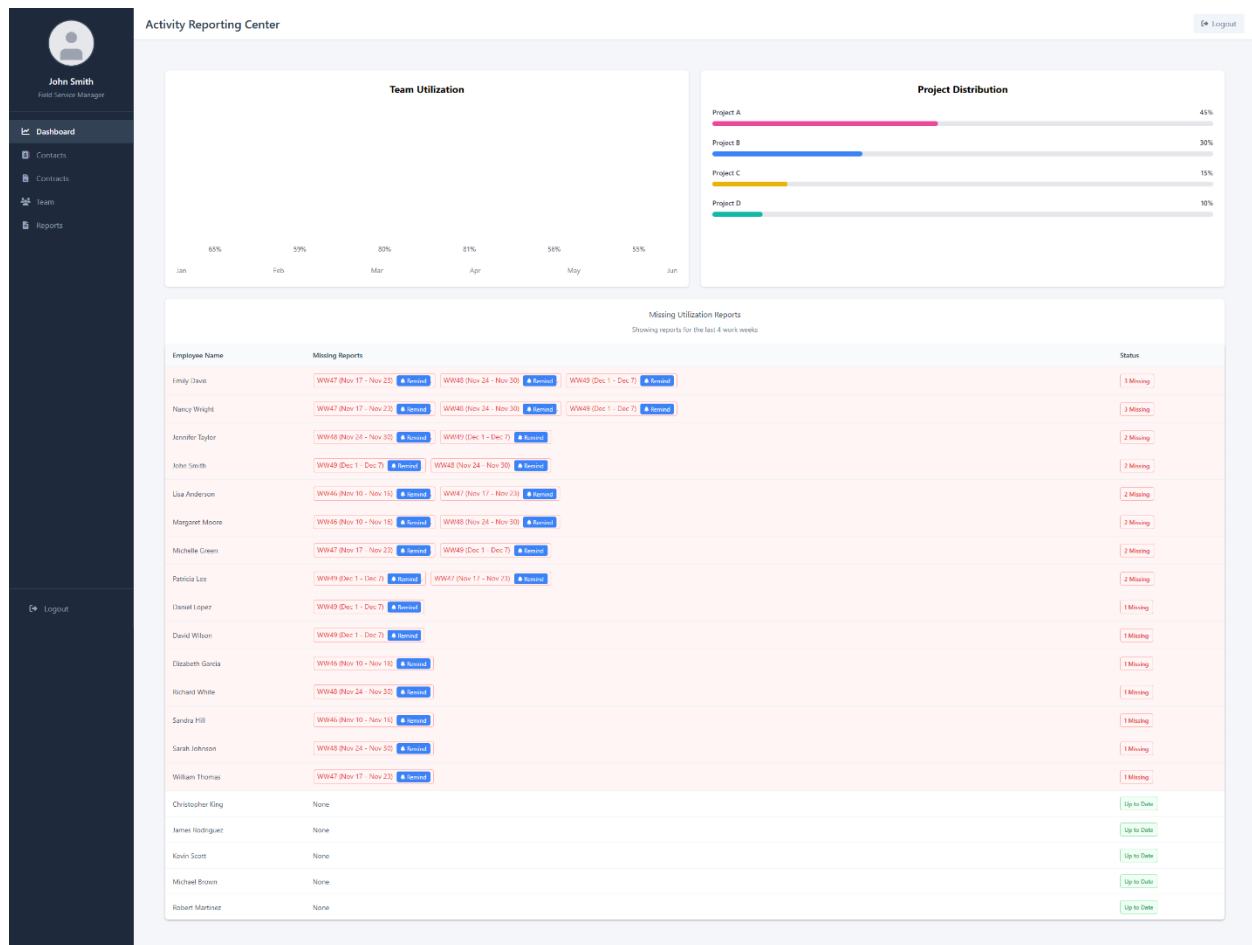
9/23/2024 - 9/29/2024

Download CSR

Download Utilization

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.

John Smith  
FSE IV

Dashboard

Contacts

Weekly Utilization

Customer Service

Reports

Activity Reporting Center

Logout

Back to Contacts

Acme Technologies

#738863

789 Innovation Way, San Francisco, CA 94105

US 94105

Contacts

Alex Turner

CTO

a.turner@acmetech.com

(415) 555-0101

Maria Rodriguez

Senior Developer

m.rodriguez@acmetech.com

(415) 555-0102

John Smith

Product Manager

j.smith@acmetech.com

(415) 555-0103

Add Contact

Add a new contact to this company

Past Visits


FSE Name	Week Starting	Hours on Site	Project
John Smith	10/21/2024	31	Installation - Advanced Thermal Analysis Tool (P13579)
Alex Turner	09/09/2024	41	Upgrade - Advanced Thermal Analysis Tool (P13579)
Maria Rodriguez	08/06/2024	28	Maintenance - Automated Testing Framework (P14321)
John Smith	07/15/2024	33	Installation - Advanced Thermal Analysis Tool (P13579)

Installed Tools

ID	Tool Description	Warranty Start	Warranty End	Warranty Status
P12345	High-Precision Laser Calibration System	01/14/2023	12/14/2024	In Warranty
P13579	Advanced Thermal Analysis Tool	05/01/2022	05/01/2023	Out of Warranty
P14321	Automated Testing Framework	03/09/2023	03/09/2025	In Warranty

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



**John Smith**  
Field Service Manager

Dashboard

Contracts

**Contracts**

Team

Reports

Logout

Activity Reporting Center

Logout

Active Contracts

Company Name	Contract Type	Remaining Hours
TechCorp Solutions	Service	<div><div></div></div> 65 / 100 hours
Innovate Systems	PM	<div><div></div></div> 42 / 100 hours
Global Manufacturing Inc	Service	<div><div></div></div> 88 / 100 hours
DataFlow Analytics	PM	<div><div></div></div> 15 / 100 hours
Precision Industries	Service	<div><div></div></div> 91 / 100 hours

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

**Activity Reporting Center** [Logout](#)

**John Smith**  
Field Service Manager

[Dashboard](#)  
[Contacts](#)  
**[Contracts](#)**  
[Team](#)  
[Reports](#)

[Back to Contracts](#)

### TechCorp Solutions

**Contract Details**

Type: [Service](#)

Duration: 12/31/2022 - 12/30/2023

Status: **-340 days until expiration** [Send Reminder](#)

Hours: 65 / 100 hours

**Contact Information**

Contact: John Smith  
Email: john.smith@techcorp.com  
Phone: (555) 123-4567

**Past Visits**

Date	Engineer	Hours Used	Description
6/14/2023	Mike Johnson	8	Quarterly maintenance and calibration
4/1/2023	Sarah Williams	12	Emergency repair and system upgrade
2/19/2023	Mike Johnson	15	Initial setup and staff training

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

**Activity Reporting Center** [Logout](#)

**John Smith**  
Field Service Manager

[Dashboard](#)  
[Contacts](#)  
**[Contracts](#)**  
[Team](#)  
[Reports](#)

[Back to Contracts](#)

### TechCorp Solutions

**Contract Details**

Type: [Service](#)

Duration: 12/31/2022 - 12/30/2023

Status: **-340 days until expiration** [Send Reminder](#)

Hours: 65 / 100 hours

**Contact Information**


Contact: John Smith  
Email: john.smith@techcorp.com  
Phone: (555) 123-4567

**Past Visits**

Date	Engineer	Hours Used	Description
6/14/2023	Mike Johnson	8	Quarterly maintenance and calibration
4/1/2023	Sarah Williams	12	Emergency repair and system upgrade
2/19/2023	Mike Johnson	15	Initial setup and staff training

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



**John Smith**  
Field Service Manager

[Dashboard](#)  
[Contacts](#)  
**[Team](#)**  
[Reports](#)

[Logout](#)

Activity Reporting Center

Logout

Team Members


Search by name, title, or region...

[+ Add Employee](#)


**US-EAST**

**EG**

Elizabeth Garcia  
FSE III




(555) 913-3456




elizabethgarcia@company.com

**JW**

James Wilson  
FSE IV




(555) 111-2222




jameswilson@company.com

**LA**

Lisa Anderson  
FSE III




(555) 678-9012




lisaanderson@company.com

**SJ**

Sarah Johnson  
FSE III



(555) 234-5678




sarahjohnson@company.com


**US-WEST**

**CL**

Christopher Lee  
FSE I




(555) 999-0000




christopherlee@company.com

**DK**

Daniel Kim  
FSE IV




(555) 555-6666




danielkim@company.com

**ED**

Emily Davis  
FSE I




(555) 456-7890




emilydavis@company.com

**JS**

John Smith  
FSE III




(555) 123-4567




johnsmith@company.com

**MR**

Maria Rodriguez  
FSE II




(555) 777-8888




maria.rodriguez@company.com

**RC**

Rachel Chen  
FSE II




(555) 333-4444




rachel.chen@company.com

**WT**

William Thomas  
FSE III



(555) 901-2345




william.thomas@company.com


**EUROPE**

**AK**

Anna Kowalski  
FSE III




(555) 444-5555




anna.kowalski@company.com

**LG**

Luis Garcia  
FSE I




(555) 666-7777




luis.garcia@company.com

**MB**

Michael Brown  
FSE IV




(555) 345-6789




michael.brown@company.com

**RM**

Robert Martinez  
FSE III




(555) 789-0123




robert.martinez@company.com

**SM**

Sophia Martin  
FSE II



(555) 222-3333




sophia.martin@company.com


**ASIA**

**AT**

Aiko Tanaka  
FSE IV




(555) 888-9999




aiko.tanaka@company.com

**DW**

David Wilson  
FSE III




(555) 167-4901




david.wilson@company.com

**JT**

Jennifer Taylor  
FSE II




(555) 890-1234




jennifer.taylor@company.com

**WZ**

Wei Zhang  
FSE I



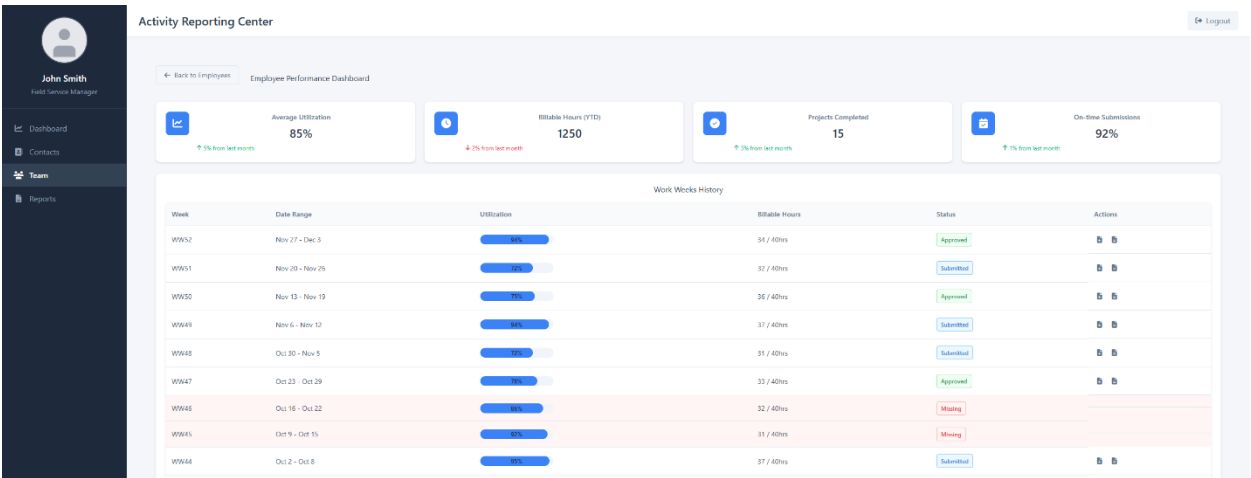
(555) 000-1111



wei.zhang@company.com

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

John Smith

Field Service Manager

Dashboard

Contacts

Team

Reports

Logout

Activity Reporting Center

Logout

Utilization Reports

Weekly Reports

CURRENT WEEK

Week of Dec 3 - Dec 9, 2024

Download PDF

PREVIOUS REPORTS

Week of Nov 26 - Dec 2, 2024

Generated on November 26, 2024

Download

Week of Nov 19 - Nov 25, 2024

Generated on November 19, 2024

Download

Monthly Reports

CURRENT MONTH

December 2024

Not Available

PREVIOUS REPORTS

November 2024

Generated on November 3, 2024

Download

October 2024

Generated on October 3, 2024

Download

Quarterly Reports

CURRENT QUARTER

Q4 2024

Not Available

PREVIOUS REPORTS

Q3 2024

Generated on September 3, 2024

Download

Q2 2024

Generated on June 3, 2024

Download

Yearly Reports

CURRENT YEAR

2024

Not Available

PREVIOUS REPORTS

2023

Generated on December 3, 2023

Download

2022

Generated on December 3, 2022

Download

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