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| **Name** | **Description** | **Schedule** |
|
| **FollowUp** | It reminds the customers to confirm close an issue and after 3 successive runs on this cron job, it automatically confirms close the issue. | At 8 AM every Monday of every week |
| **FollowUp#2** | It reminds the customers to confirm close an issue | At 8 PM every Wednesday of every week |
| **Licensing Notification** | It sends an email concerning the Licensing Notification every starting on every month. | On the first Monday of every month |
| **Send EA T&M Alerts** | It sends an email concerning EAs of Type T&M and having at least one time entry in the time sheet table during the month stated with the project name, customer name and the ea number. | On the first Friday of every month |
| **Send Potential 24/7** | It sends an email concerning the customers’ SRs having the 24x7 support every month. | On the first Monday of every month |
| **Send Project Alerts** | It sends an email concerning the alerts of each project. | At 11:00 AM of every Monday of every week |
| **Send Summary Email** | It sends an email concerning the support desk weekly summary (the high, medium, low SRs either new or in progress). | At 12:00 AM of every Tuesday of every week |
| **Send Weekly Summary Email** | It sends an email containing a summary of the CS performance during the week including the top performers for every week and during the year, the top 5 customers and the total SRs either new, in progress or pending and the ones closed, confirmed closed or submitted. The Exceptions are also shown in this email. | At 9:00 AM of every Tuesday of every week |
| **Unsubmitted Timesheets** | It sends an email for the project managers and line managers concerning the pending timesheets for all the users. | At 8:00 AM of every Tuesday of every week |
| **Unsubmitted Timesheets per person** | It sends an email concerning the pending timesheets for each user. | At 8:05 AM of every Tuesday of every week |
| **Visa to Expire** | It sends an email concerning the date when a visa will expire in the near future . | At 10:30 am of every Monday and Thursday of every week |
| **Get Alerts 11 AM** | It updates all the projects alerts at 11 AM | At 11 AM every day |
| **Get Alerts 5 PM** | It updates all the projects alerts at 5 PM | At 5 PM every day |
| **Current Week Timesheets** | It generates the weekly timesheet for every user. | At 8 PM every Saturday of every week |
| **Kill Chrome** | It close all the opened Google Chrome sessions. | Start at 11:00 AM and triggered every 1 hr |
| **Maintenance Invoice Creation** | It inserts the created invoices into invoices and maintenance\_invoices tables and updates the invoices numbers. | At 5:00 PM at day 1 of every month |
| **SLA Report** | It sends SLA Report | At 5:00 PM every friday |
| **Licensing Audit** | It sends an email concerning the Licensing Audit every thursday | At 10:00 AM every Thursday of every week |
| **After Hours Tickets CS** | It sends and email concerning system down/high issues opened and closed after working hours and summary of the payable amount for the cs rep. | first day of every month |