Using Workflow Time Tracking

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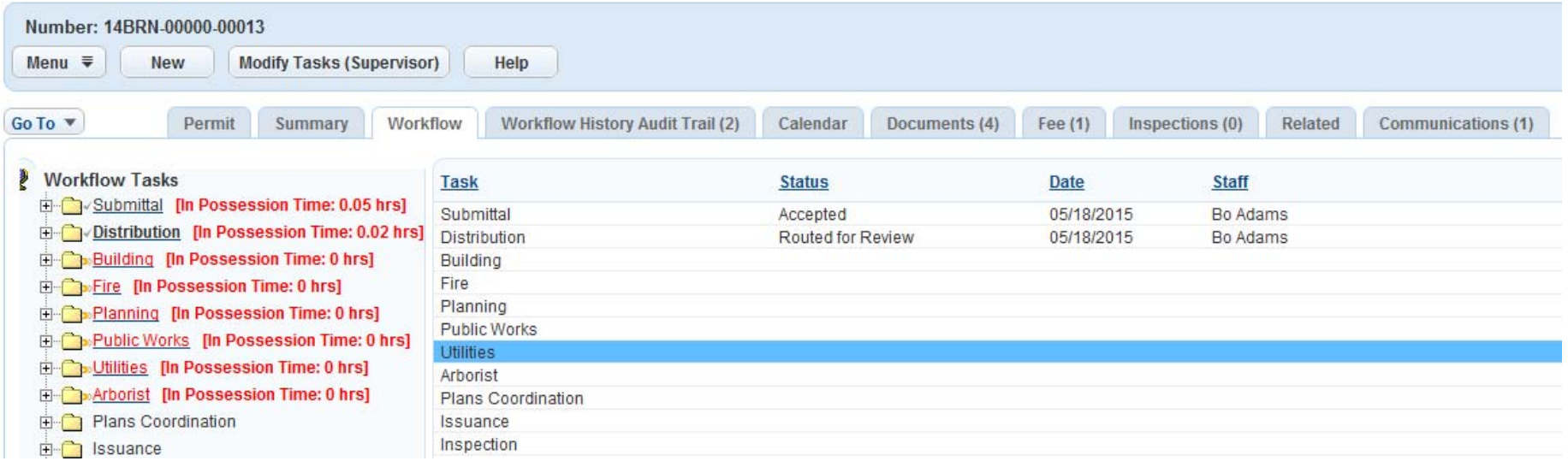
Agenda

- Why Use Workflow Time Tracking
- Time Tracking Vs Time Accounting
- Setting Up Time Tracking
- Creating A Possession Time Clock
- Reporting
- Demonstration

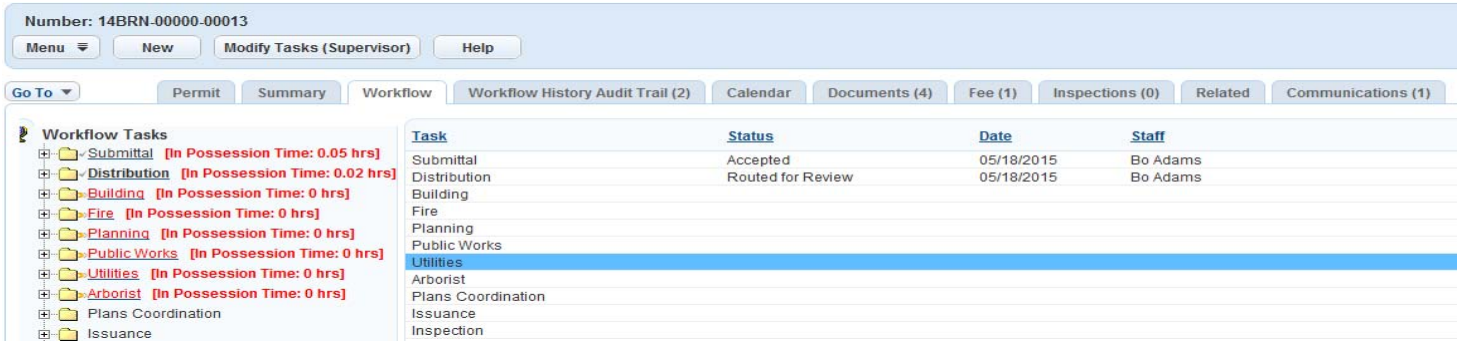
Workflow Time Tracking

- Workflow Time Tracking can help determine where an agency can improve efficiency, or whether external entities may be causing slowdowns in the application process
- Agencies can track the In Possession Time of an Application rather than Overall Application Time
- Version 6.4



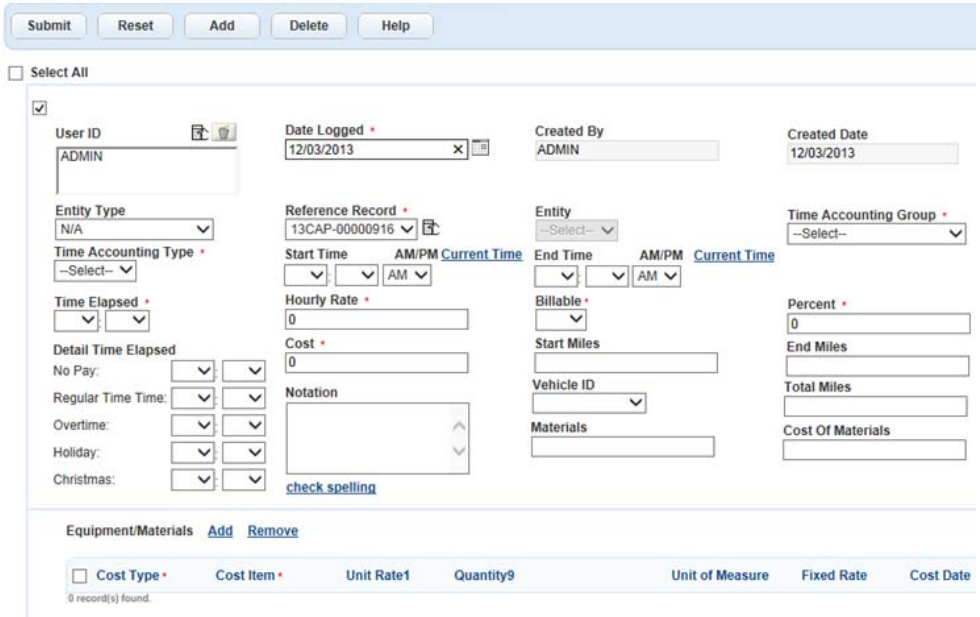
Time Tracking Vs Time Accounting

Time Tracking– Possession Time (Departments)



Time Accounting:

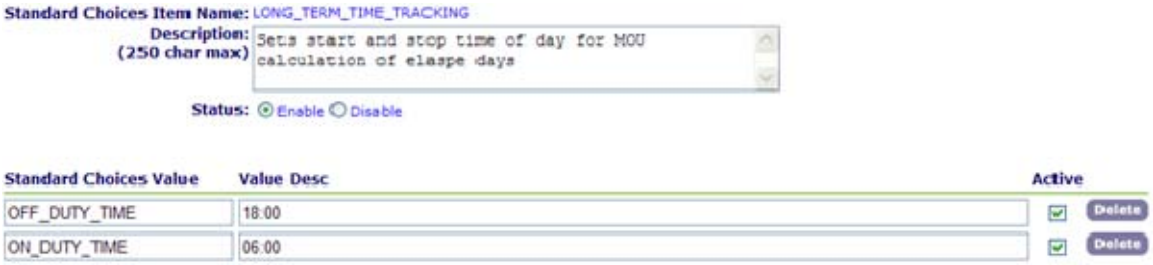
Tracks the amount of time spent in performing your daily activity by hourly rates and costs of materials used (Asset Management - Vehicles)



Setting Up Time Tracking

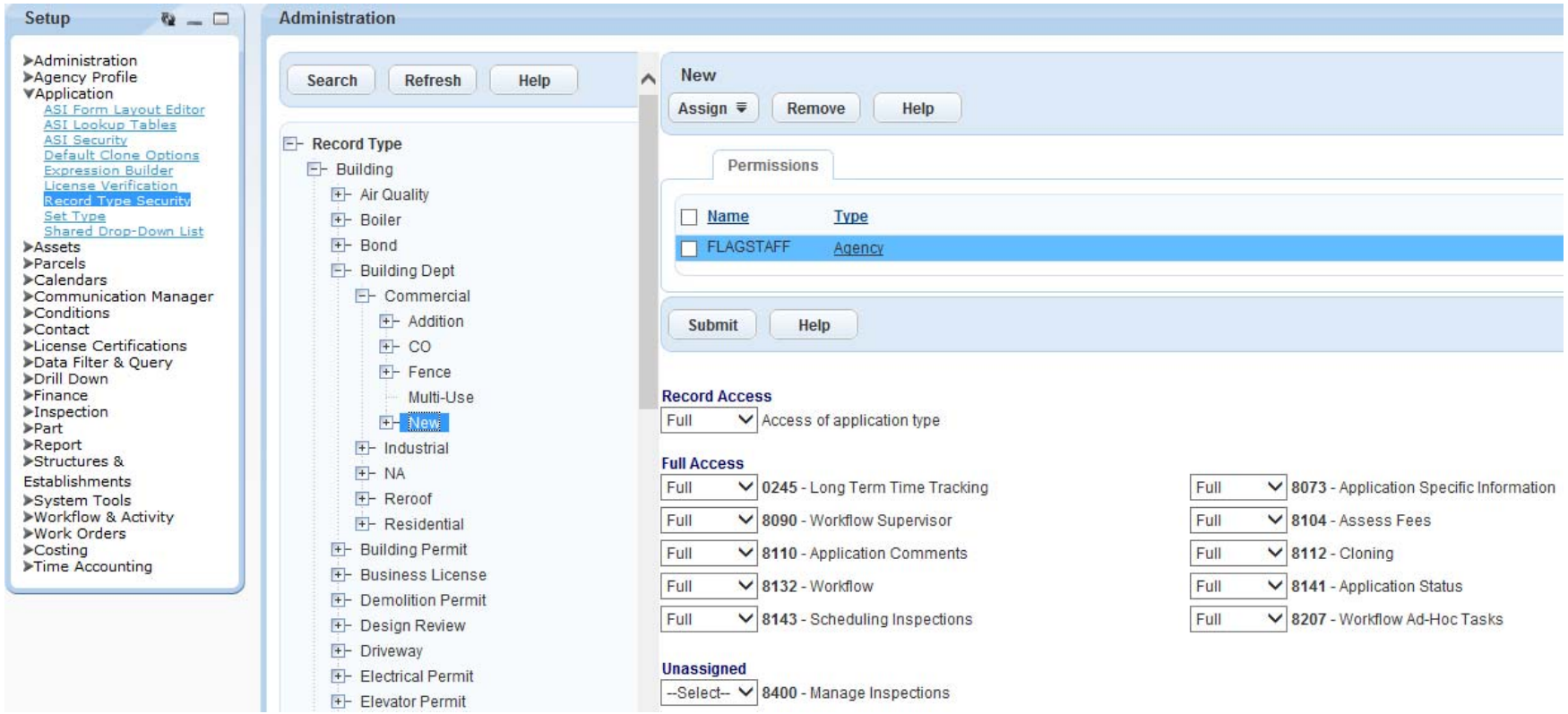
Standard Choices

- **APPLICATION_TYPE_SECURITY_FID (0245, 8132)**
- **LONG_TERM_TIME_TRACKING**



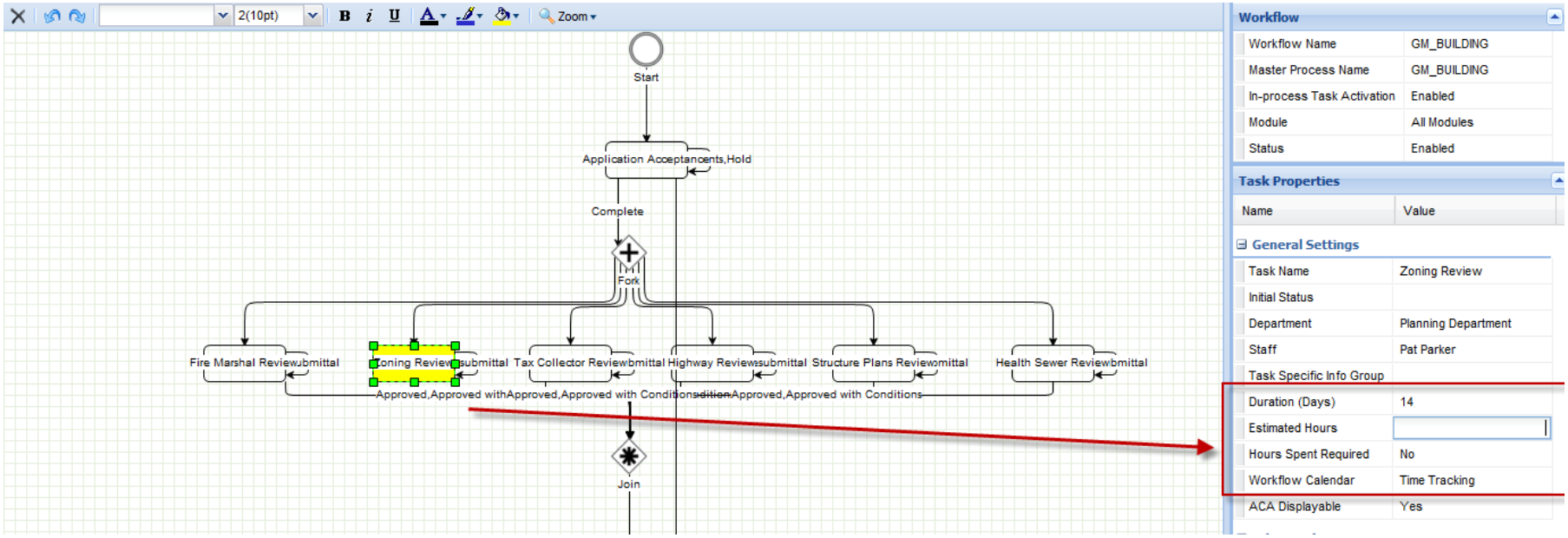
Setting Up Time Tracking

Record Type Security



Setting Up Time Tracking

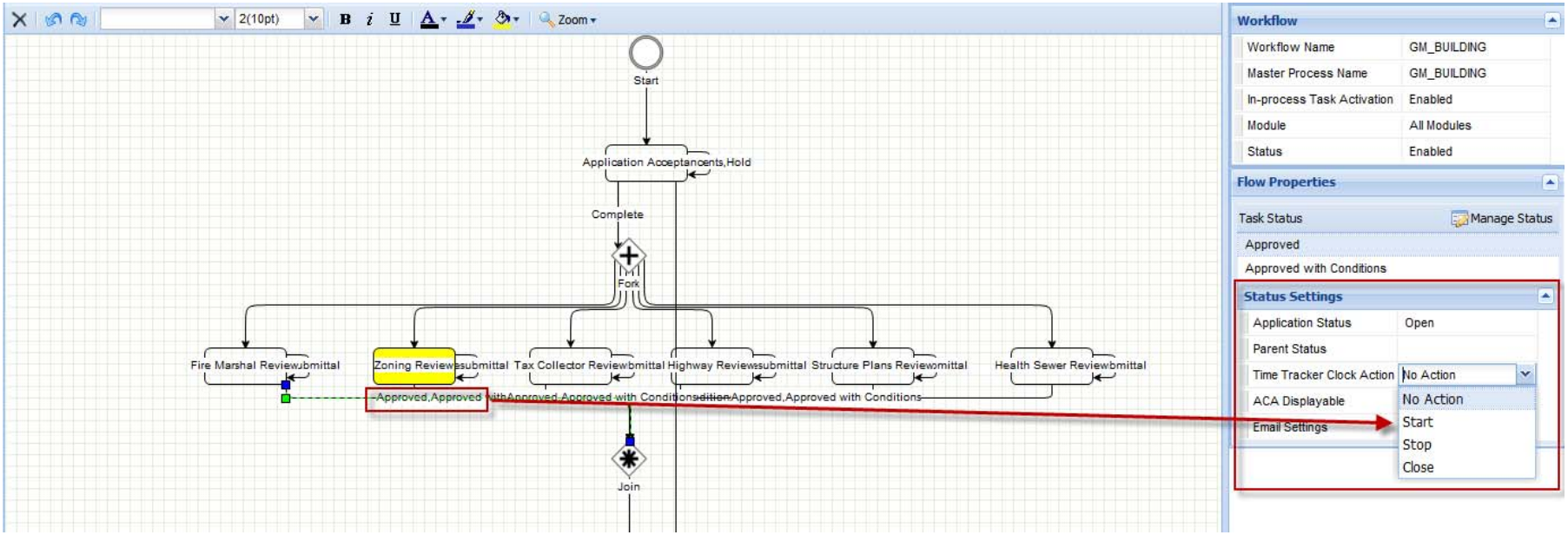
Workflow – Updating each Task based on Business Requirement



- **Duration (Days)**
- **Estimated Hours**
- **Workflow Calendar Setup**

Possession Time Clock

Workflow – Tasks Linked to Clock Action (On/Off)



Possession Time Clock Actions

No Action: No effect on the Time Clock.

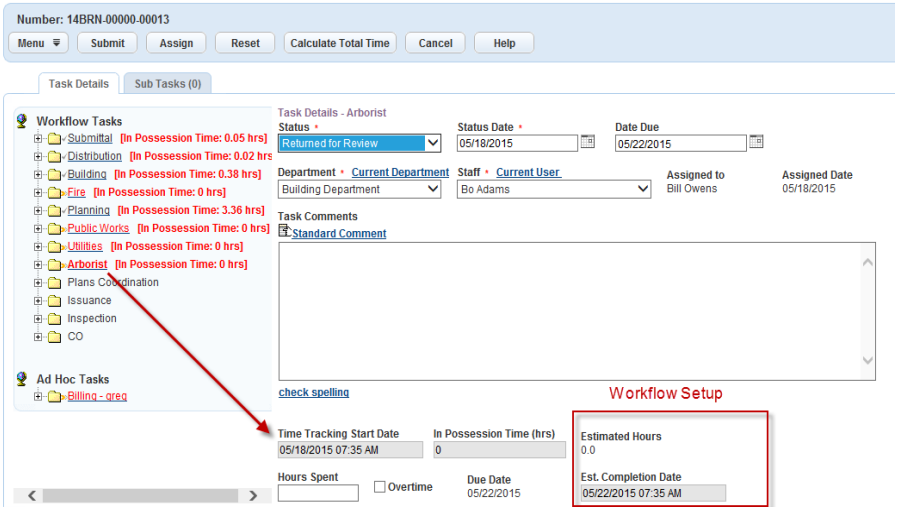
Start: Starts the Time Clock, using the current date and time as the start time.

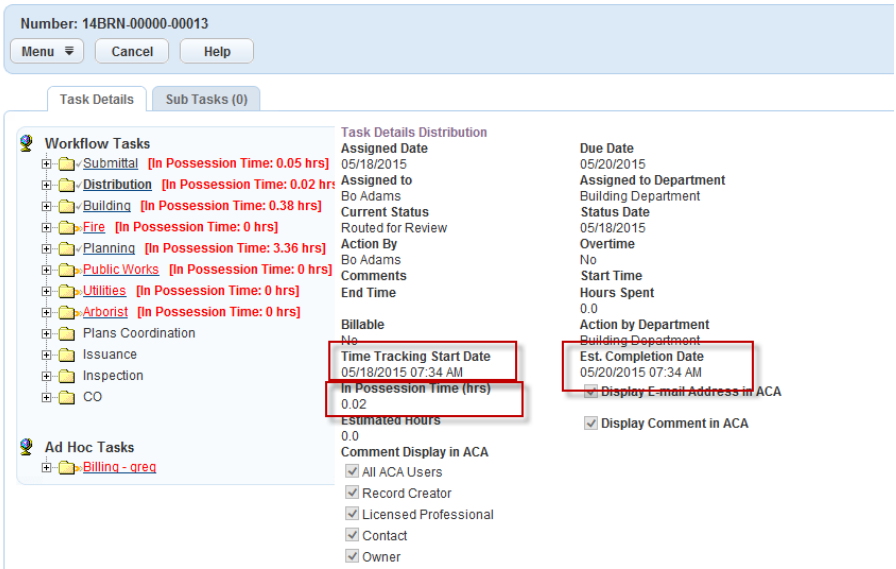
Stop: Stops the Time Clock, but does not reset it.

Close: Resets the Time Clock to null and computes the In Possession time for the application.

Possession Time Clock

Workflow History





Reporting

Table Listing:

- BPERMIT_DETAIL
- GPROCESS
- GPROCESS_HISTORY
- STATUS_HISTORY
- R3STATYP
- R3APPTYP

Column	Data Type	PK / FK	NULL?	Definition
SD_TRACK_START_DATE	Date	N	Y	It is Task Time Tracking Start Date/Time
SD_ESTIMATED_DUE_DATE	Date	N	Y	It is task Estimated Due Date/Time
SD_IN_POSSESSION_TIME	NUMBER(15,2)	N	Y	It is task level In Possession Calc Time
TIMER_START_TIME	Date	N	Y	It is the time cursor for calculating the task level In Possession time.

Column	Data Type	PK / FK	NULL?	Definition
B1_TRACK_START_DATE	Date	N	Y	It is Application Time Tracking Start Date/Time
B1_ESTIMATED_DUE_DATE	Date	N	Y	It is Application Estimated Due Date
B1_IN_POSSESSION_TIME	NUMBER(15,2)	N	Y	It is application level In Possession Calc Time
B1_OVERALL_APPLICATION_TIME	NUMBER(15,2)	N	Y	It is Overall Application Time.

Resources

- Accela Automation Administration Guide 7.1 x
- Accela Community – Administration & Batch Processing
  - https://accela.force.com/success/articles/Knowledge/236-how-to-setup-time-tracking-in-accela-automation?popup=true
  - https://accela.force.com/success/articles/Configuration_Reference/0245-Long-Term-Time-Tracking-1419878497668?popup=true
  - https://accela.force.com/success/apex/customercommunitycases?caseid=50060000008mG8g

Accela