



# CUSTOMER SERVICE ADJUST RESOURCE WORK TIME

Provides guidance for adjusting a resource's estimated work time on a Facilities Connect Work Task.

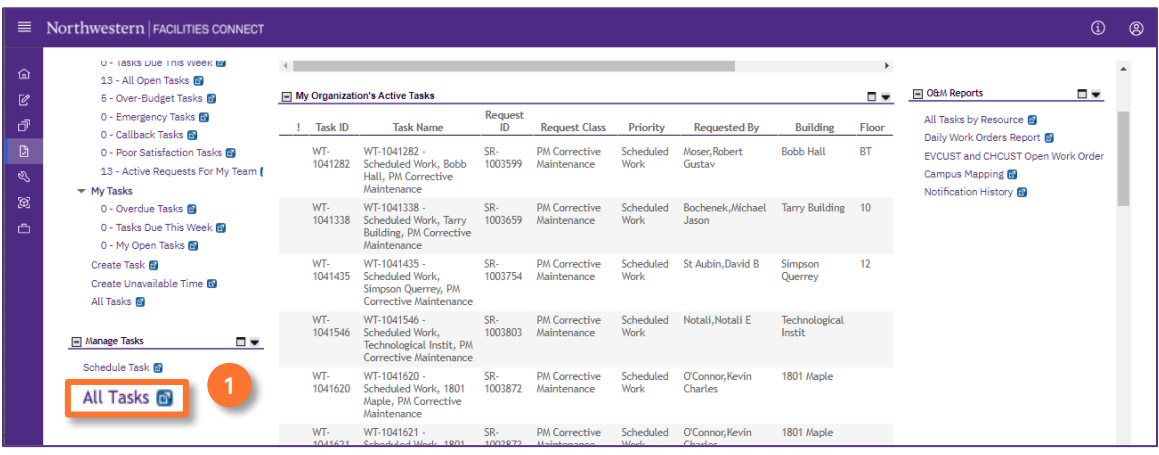
## ▼ GETTING STARTED

This job aid begins on the **Tasks** screen. For more information on navigating to the **Tasks** screen, please refer to the **Customer Service: Task Screen** job aid.

### DIRECTIONS:

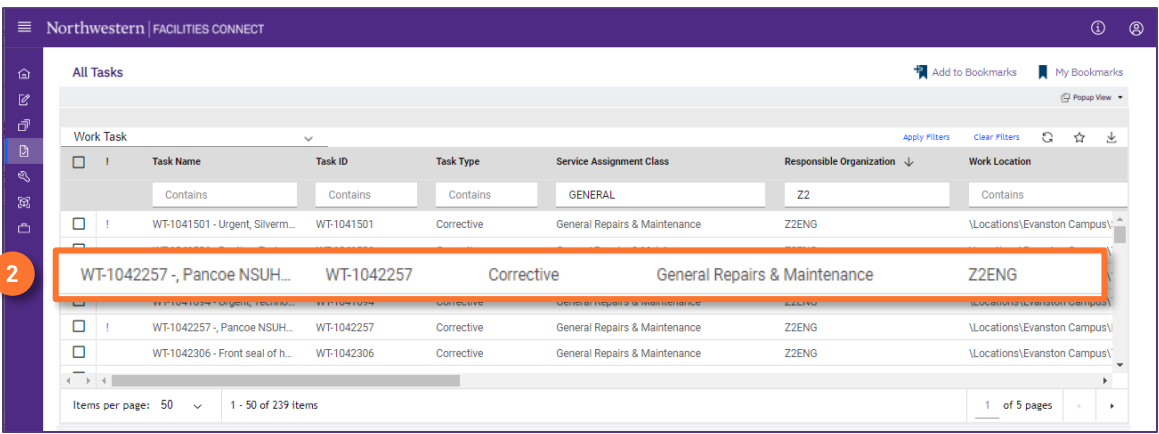
**1** From the **Tasks** screen, scroll down to locate the **Manage Tasks** section:

**1** Click **All Tasks**.



**2** Upon clicking, the **All Tasks** screen will open.

**2** Locate and click the Work Task you wish to view.



## ▼ TIP & TRICKS

Utilize the column filters and search function to locate the Work Task you wish to view. Layering your filters will make it easier to locate the Work Task.

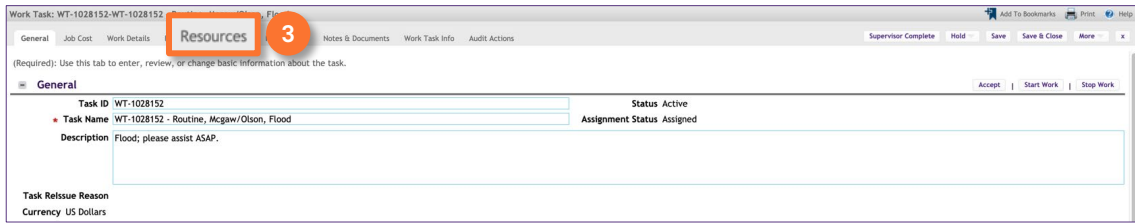


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## DIRECTIONS:

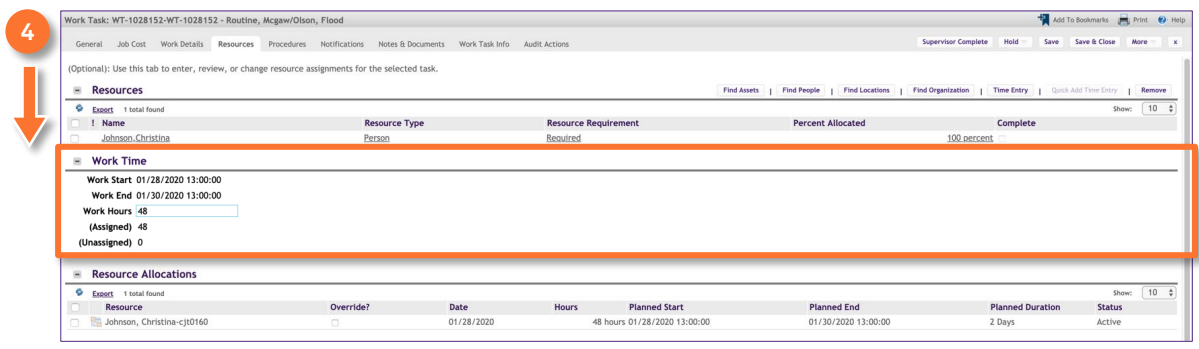
**3** Upon clicking, the **Work Task** will open.

**3** Click the **Resources** tab.



**4** Upon clicking, the **Resource** tab will open.

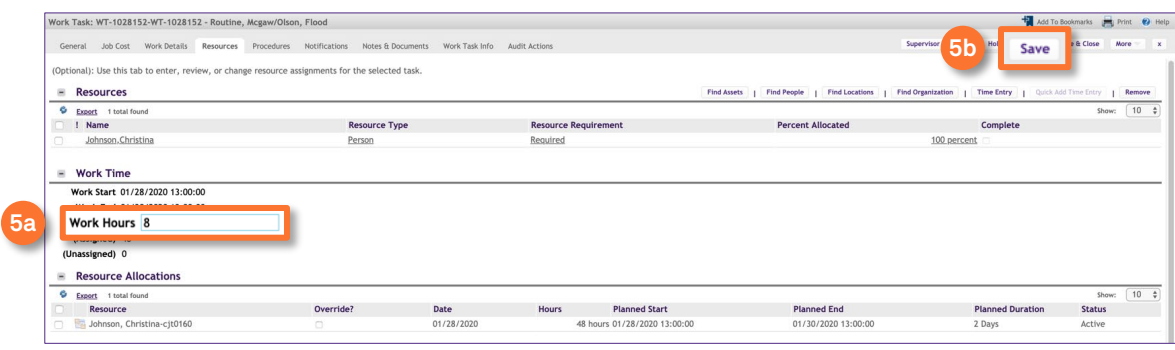
**4** Scroll down to the **Work Time** section.



**5** On the Work Task **Resource** tab, in the **Work Time** section:

**5a** Enter a new **Work Hours** duration.

**5b** Click **Save**.





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## DIRECTIONS:

6

After clicking **Save**, the details in the **Work Time** and **Resource Allocation** sections will update.

- 6a In the **Work Time** section, verify **Work Start** and **Work End** time have updated.
- 6b In the **Resource Allocation** section, verify **Planned Start**, **Planned End**, and **Planned Duration** have updated to match the times in the **Work Time** section.
- 6c Click **Save & Close** to complete the adjustment.

The screenshot shows a software interface for adjusting resource work time. The interface is divided into three main sections: Resources, Work Time, and Resource Allocations. Callouts 6a, 6b, and 6c highlight specific areas.

**Resources**

Name	Resource Type	Resource Requirement	Percent Allocated	Complete
Johnson, Christina	Person	Required	100 percent	Complete

**Work Time**

Work Start 01/28/2020 13:00:00  
Work End 01/28/2020 21:00:00  
Work Hours 8  
(Assigned) 8  
(Unassigned) 0

**Resource Allocations**

Resource	Override?	Date	Hours	Planned Start	Planned End	Planned Duration	Status
Johnson, Christina-cj0160	<input type="checkbox"/>	01/28/2020	8 hours	01/28/2020 13:00:00	01/28/2020 21:00:00	8 Hours	Active

Callout 6a points to the Work Time section. Callout 6b points to the Resource Allocations table. Callout 6c points to the Save & Close button.