



# timeware®

HR, Time and Attendance Software

## Support technician level

At timeware®, our commitment to exceptional customer support starts with a carefully structured training cycle for our support staff. Each new team member spends their first three months mastering Level 1 topics, from dashboards and reports to system upgrades, ensuring they can handle the core elements of our solution with confidence. We run these training cycles in December, March, June, and September, so each stage of training fits neatly into our annual calendar. Once they've successfully completed this initial stage, they progress to more advanced Level 2 training, and so forth. By the time they reach Level 3, they're fully equipped to handle even the most complex support queries. This systematic approach not only guarantees consistent expertise but also reflects the professional standard that timeware® is known for.

### Level 1

- Dashboard & Reports (not legacy):
- Event Agent
- ESS Go
- System (services, general errors, backups, reset registry, client install)
- Upgrades
- Users/Permissions/To do list policies

### Level 2

- Integrations (how they work, not configuration)
- Absence Management
- Hardware (not legacy)
- Personnel
- Server Migrations
- Roll Call

### Level 3

- Attendance
- Training for customers
- Scripting (basic)
- Infrastructure
- Bespoke request forms



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