

Summary

The 'Alert' feature is to help identify which tasks or work orders may need attention. In many cases these alerts will generate because the user has made some specific changes in Sockeye for that task by manually changing hours, dates, number of people, etc. to complete the job. This feature is an indicator only.

Tools / Resources

- Added features are available. Reach out to [Sockeye Support](#) to learn how to add this feature to your Sockeye account.
- Email Support: support@getsockeye.com
- User Guides and Video's: <https://www.getsockeye.com/support/feature/alerts>

Revision Log

| Revisions | Date | Reason/Update | Updated By: |
|-----------|-----------|------------------------------|-------------|
| Rev5 | 23-Aug-23 | Time Overlap Alert Created | C. Banham |
| Rev4 | 14-Apr-23 | Time Overlap Alert Created | C. Banham |
| Rev3 | 28-Feb-23 | Added Maintenance Plan Alert | C. Banham |
| Rev2 | 19-Jul-22 | Review and update document | C. Banham |
| Rev1 | 18-Jun-19 | Generated Document | C. Banham |
| | | | |
| | | | |

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Sockeye Alerts:

The 'Alert' column displays a red circle when the scheduled craft, hours, date scheduled and or resources do not match the task's requirements. Click on the red circle under the Alert column for details about the alert. Details of the Alert are also available in the Task Details dialogue box (Details button, Schedule Tab.

NOTE: *It is important for users to review schedules produced by Sockeye and correct them, as necessary. The Alerts are one way for users to easily identify which tasks may need attention.*

Hours

Video Link: [Hours Alert](#)

Hours alert triggers if work orders or tasks reflect a different number of hours than what is originally being pulled from the CMMS. These hours can be an increase or decrease for the alert to generate.

Example: Task requires 3 hours as indicated under the Est Hrs. column; however, only 2 hours have been scheduled.

Daily Schedule for Monday, Mar 4, 2019

Maintenance ▾

+ Add by # - Remove Details More ▾ Search

| WO # | WO Description | Start Date | Est Ppl | Est Hrs | Craft | MECH1 | ELEC | Totals | Alert | Sched Comp |
|-----------|--|--------------|---------|---------|-------|-------|------|--------|-------|------------|
| 401560655 | DC-A HEAT SCREW GEARBOX OUTPUT BEARING S | May 23, 2018 | 1 | 3 | ELEC1 | 0 | 2 | 2 | ● | R |

| | MECH1 | ELEC | Totals |
|------------|-------|------|--------|
| Sched. Hrs | 0 | 0 | 2 |
| Avail. Hrs | 7 | 7 | 21 |

Doug Smith
Keith Taylor
Tom Brown

● Hours
3 hours required.
2 hours scheduled.

People

Video Link: [People Alert](#)

A People alert triggers when tasks reflect a different number of people assigned to the job. The change in number of people or trades can be increased or decreased for the alert to generate.

Example: Task requires two people as indicated in the EST Ppl field; however only one person has been scheduled

Daily Schedule for Monday, Mar 4, 2019

Maintenance ▾

+ Add by # - Remove Details More ▾ Search

| WO # | WO Description | Start Date | Est Ppl | Est Hrs | Craft | MECH1 | ELEC | Totals | Alert | Sched Comp |
|-----------|-----------------------------------|--------------|---------|---------|-------|-------|------|--------|-------|------------|
| 403417979 | #2circ.needs new fused disconnect | Apr 19, 2019 | 2 | 8 | ELEC1 | 0 | 8 | 8 | ● | R |

| | MECH1 | ELEC | Totals |
|------------|-------|------|--------|
| Sched. Hrs | 0 | 0 | 8 |
| Avail. Hrs | 7 | 7 | 21 |

Doug Smith
Keith Taylor
Tom Brown

● People
2 required together.
1 scheduled on Monday.

Crafts

Video Link: [Craft Alert](#)

The craft alert triggers if the task is assigned to a different craft indicated from the CMMS. In some cases, a second trade may be manually added, or the system will auto populate if no other hours are available within the requested craft.

Example: Task requires ELEC1 craft; however, one of the resources assigned to the task is MECH1

Daily Schedule for Monday, Mar 4, 2019
Maintenance ▾

+ Add by # - Remove Details More ▾ Search

| WO # | WO Description | Start Date | Est Ppl | Est Hrs | Craft | MECH1 | ELEC | Totals | Alert | Sched Comp |
|-----------|-----------------------------------|--------------|---------|---------|-------|-------|------|--------|-------|------------|
| 403417979 | #2circ.needs new fused disconnect | Apr 19, 2019 | 2 | 8 | ELEC1 | 4 | 4 | 8 | ● | R |

● Crafts
ELEC1 required.
MECH1 scheduled on Monday.

Different Start Time

Video Link: [Different Start Time Alert](#)

The Different Start Time alert focuses when scheduling hourly. It identifies that the start time is different from one assigned technician to another.

Example: Task requires two persons at 7:00 am; however, only one technician is available at 7am the second technician was assigned at 9:00 am.

+ Add by # - Remove Details More ▾ Search

% of Available Hours Used
MECH1 62 0 0 0 0 0

Scheduled Hours

| Status | Type | Sched Code | Lo... | As... | Pri | Tech ID | WO # | Op # | As... | Est Ppl | Est Hrs | Craft | Job Order | Mo | Tu | We | Th | Fr | Sa | Su | Alert | Start Time | |
|--------|------|------------|-------|-------|-----|--------------|-----------|------|-------|---------|---------|-------|-----------|----|----|----|----|----|----|----|-------|------------|------|
| WSCH | PM02 | M2 | PL... | PL... | 3 | 104.PLNTPLMB | 407091906 | 0010 | Ja... | 5 | 30 | MECH1 | 1 | 30 | | | | | | | | ● | 7:00 |

● Different Start Times
On Monday the start times are 9:00 for Jay and 7:00 for Len.

Maintenance Plan

Video Link: [Maintenance Plan Alert](#)

The Maintenance Plan alert will generate when a work order or task has an invalid employee code attached to the Maintenance Plan. The work order will default to the first available trades person and an alert will generate. Review [View or Edit Maintenance Plans](#) to update the employee code.

Example: Maintenance Plan is assigned to employee 111; however, that employee has left the company the work order is assigned to employee 222 and an alert generated.

+ Add by # - Remove Details More ▾ Search

Unscheduled Hours
MECH1 -1 -1

Scheduled Hours

| WO Description | Plan | Est Hrs | Act Hrs | Created By | Loc Desc | Sa | Su | Mo | Tu | We | Th | Fr | Alert |
|---------------------|--------|---------|---------|--------------|----------|----|----|----|----|----|----|----|-------|
| EROCHA, TRAINING WK | 108159 | 0 | 0 | IP1020220430 | TRAINING | | | 1 | | | | | ● |

● Maintenance Plan
Maintenance Plan 108159 has invalid Employee Code 1111

Times Overlap

Video Link: [Time Overlap Alert](#)

The 'Times Overlap' alert can be utilized when scheduling hourly and users are manually set the same start time in Sockeye. The alert appears when the same person is assigned to two different work orders at the same or overlapping times.

Example: two tasks are assigned to Moise between 8:00 am to 9:00 am on November 18th.

Daily Schedule for Friday, Nov 18, 2022
Mechanical -

Sched. Hrs: 1.25, Avail. Hrs: 8, Koffi Moise

| Status | Type | Revision | Location | Pri | WO # | WO Description | Op # | Target Start | Task Description | Est Ppl | Hrs | Craft | Alert | Start Time | Sched Comp |
|--------|------|----------|-----------------------|-----|-----------|----------------------------|------|--------------|--------------------|---------|------|-------|-------|------------|------------|
| WSCH | PM02 | CALL-OUT | BROYEUR À BILLES N°3 | 3 | 409888550 | Appoint de billes | 0010 | Oct 21, 2022 | CONSIGNATION LOTO | 1 | 0.25 | MTEC2 | 0.25 | 8:00 | R |
| WSCH | PM02 | LINE-ST | NAVETTE DE RACK MA... | 3 | 409888554 | Nettoyage capteurs nave... | 0010 | Oct 19, 2022 | Nettoyage navettes | 1 | 1.25 | MTEC2 | 1 | 8:00 | R |

Times Overlap

On Friday Koffi Moise is scheduled 8:00 to 9:00 on this task and 8:00 to 8:15 on 409888550-0010.

Work Permits

Video Link: [Work Permits](#)

The 'Permits' alert identifies specific permits required to complete the assigned work.

Note: The work permit alert will require additional integration work and time from both parties.

Example: Task has permit(s) or permit code(s) assigned an alert will generate.

Weekly Schedule for week of May 29, 2023
PROCESO MECANICO -

Unscheduled Hours: Mech 71.3, 72, 72, 72, 72, 72, Total 431.3

Scheduled Hours

| Status | Op # | Eq... | WO # | Op... | Rank | Sys Cond | Permits | Est Hrs | Est Ppl | Cost | Basic End | Craft | Mo | Tu | We | Th | Fr | Sa | Su | Alert | |
|--------|------|--------|------------|-----------|----------|----------|-----------|---------|---------|------|--------------|-------|-----|----|----|----|----|----|----|-------|--|
| WSCH | 0020 | Aturdi | 4003010961 | Pvi Oper | 1950.067 | 1 | CPPP,C... | 0.5 | 1 | 0.00 | Mar 28, 2023 | Mech | 0.5 | | | | | | | | |
| WSCH | 0010 | Aturdi | 4003010961 | Validz DE | 890.724 | 1 | CPPP,C... | 0.1 | 1 | 0.00 | Mar 28, 2023 | Mech | 0.1 | | | | | | | | |
| WSCH | 0030 | Aturdi | 4003010961 | Validz DE | 890.724 | 1 | CPPP,C... | 0.1 | 1 | 0.00 | Mar 28, 2023 | Mech | | | | | | | | | |

Permits

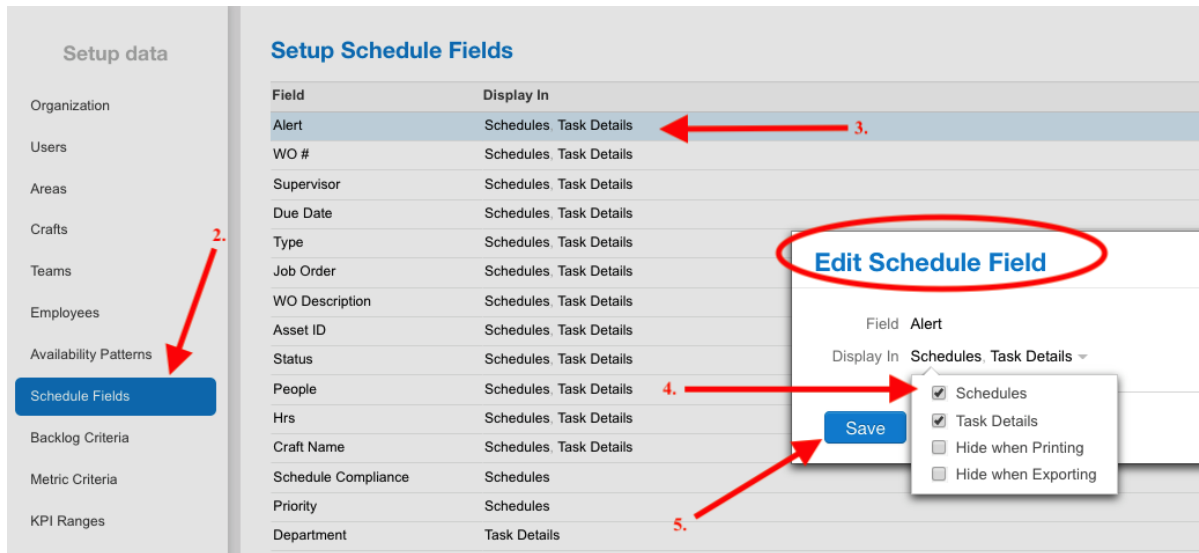
CPPP Permiso uso plataforma
CWP Permiso trabajo grúa

View Alerts in Schedules

Video Link: [View Alerts](#)

To access the Alert column an Administrator of Sockeye can turn this feature on or off with the following steps:

1. Click **Setup** in the blue ribbon
2. Click on **Schedule Fields** under the Setup data on the far left of the screen
3. Select 'Alert' from the Field a 'Edit Schedule Field' dialogue will appear
4. Click on 'Schedules' under Display In
5. Click **Save**




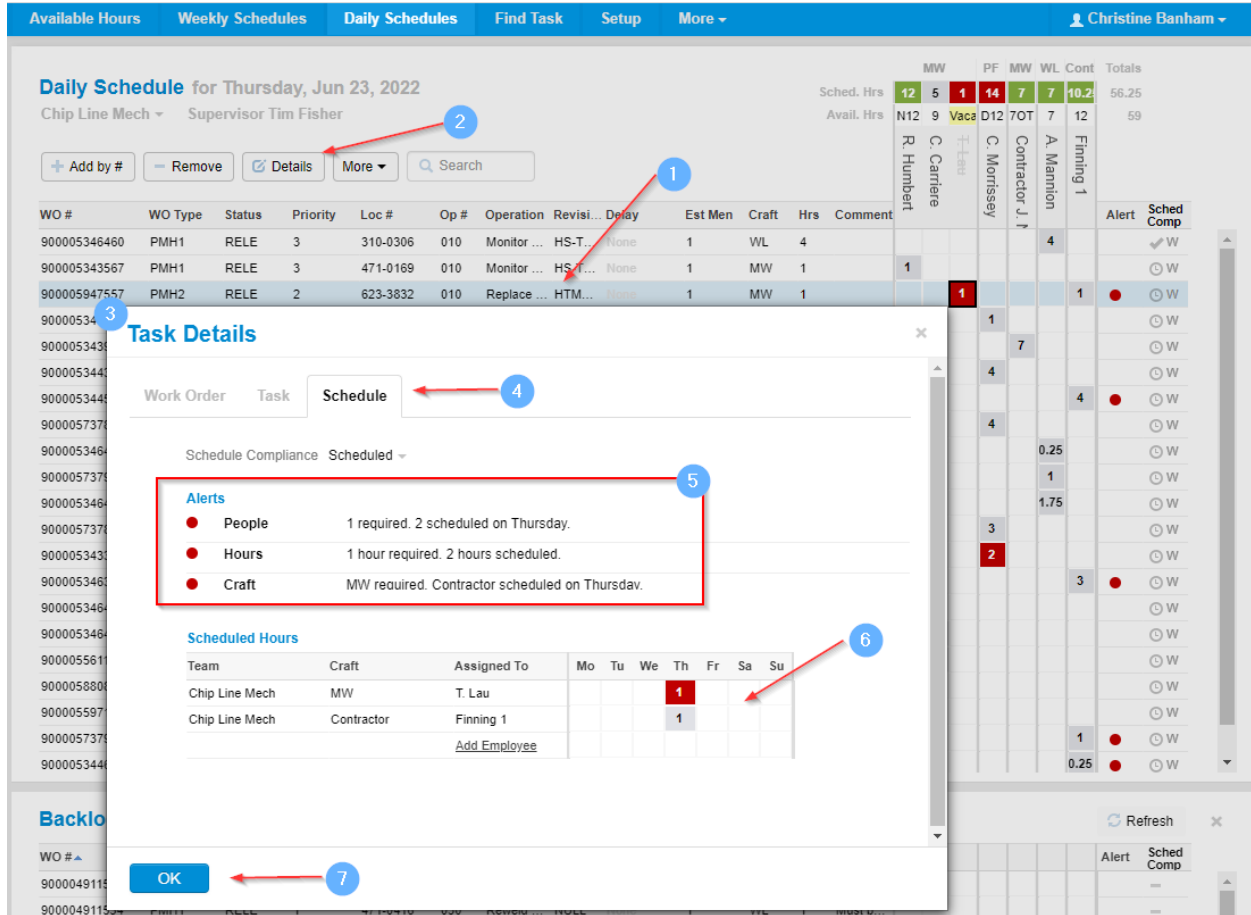
Task Details Alert Review

Video Link: [View Alerts in Task Details](#)

The scheduling tab focuses on the current details of the day, hours, craft, and tradesperson assigned to the work within Sockeye. This provides details of all the alerts that may have been generated for that task.

1. Select work order under the **Weekly** or **Daily** Schedule section.
2. Click on **Details**.
3. A **Task Details** dialogue box will appear.
4. Select **Schedule** or **Alert** tab.
5. Alerts are identified.
6. Scheduled Hours are the details currently scheduled; however, can be adjusted or changed to remove any of the alerts.
 - Allows hours to be updated by clicking on the specific weekday cell.
 - Drag and drop hours to a different day.
 - Add a specific employee for the assigned work.

7. Click .



Daily Schedule for Thursday, Jun 23, 2022
Chip Line Mech - Supervisor Tim Fisher

Buttons: + Add by #, - Remove, Details, More, Search

| WO # | WO Type | Status | Priority | Loc # | Op # | Operation | Revisi... | Delay | Est Men | Craft | Hrs | Comment | Alert | Sched Comp |
|--------------|---------|--------|----------|----------|------|-------------|-----------|-------|---------|-------|-----|---------|-------|------------|
| 900005346460 | PMH1 | RELE | 3 | 310-0306 | 010 | Monitor ... | HS-T... | None | 1 | WL | 4 | | | W |
| 900005343567 | PMH1 | RELE | 3 | 471-0169 | 010 | Monitor ... | HS-T... | None | 1 | MW | 1 | | | W |
| 900005947557 | PMH2 | RELE | 2 | 623-3832 | 010 | Replace ... | HTM... | None | 1 | MW | 1 | | | W |

Task Details

Work Order | Task | **Schedule**

Schedule Compliance: Scheduled

Alerts

- **People** 1 required. 2 scheduled on Thursday.
- **Hours** 1 hour required. 2 hours scheduled.
- **Craft** MW required. Contractor scheduled on Thursday.

Scheduled Hours


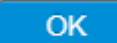
| Team | Craft | Assigned To | Mo | Tu | We | Th | Fr | Sa | Su |
|----------------|------------|-------------|----|----|----|----|----|----|----|
| Chip Line Mech | MW | T. Lau | | | | 1 | | | |
| Chip Line Mech | Contractor | Finning 1 | | | | 1 | | | |

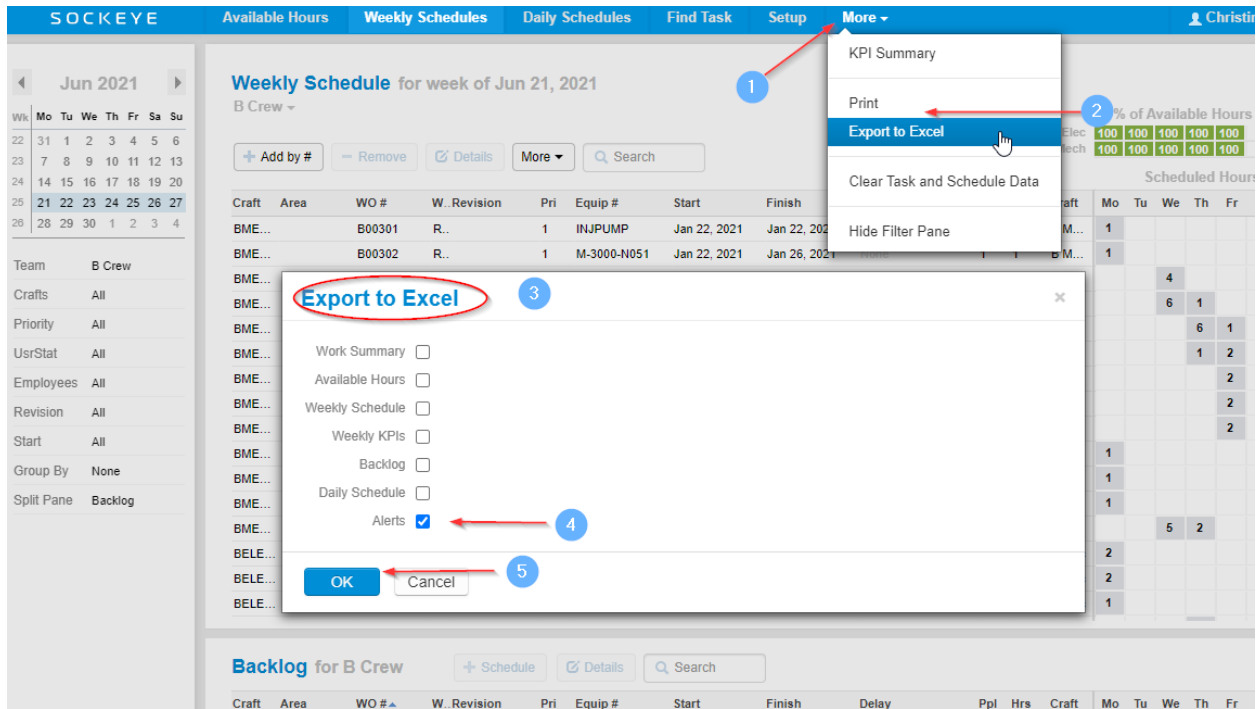
Buttons: OK

Report on Alerts

Video Link: [Alert Reporting](#)

In some cases, pulling a report on the Alerts that were generated becomes helpful in updating future work orders in a CMMS.

1. Click .
2. Select **Print** or **Export to Excel**.
3. A Print or Export to Excel dialogue box will appear.
4. Select Alerts .
5. Click .



A pdf or excel report will generate identifying which alert and the reassignment.

Alerts for week of Jun 21, 2021
B Crew

| WO # | WO Description | Alert Type | Message |
|--------|---------------------------------|------------|---|
| B00422 | Fab And Replace Machine Diluter | Hours | 4 hours required. 2.5 hours scheduled. |
| B00422 | Fab And Replace Machine Diluter | Hours | 4 hours required. 1.5 hours scheduled. |
| B00425 | Annual Post Refiner Inspection | Hours | 2 hours required. 1 hour scheduled. |
| B00425 | Annual Post Refiner Inspection | Craft | B Mech required. B Elec scheduled on Tuesday. |
| B00426 | Set Up CP Pump On Test Bench | Craft | B Mech required. B Elec scheduled on Tuesday. |
| B00426 | Set Up CP Pump On Test Bench | Craft | B Mech required. B Elec scheduled on Tuesday. |
| B00427 | Rebuild Post Refiner | Craft | B Mech required. B Elec scheduled on Wednesday. |
| B00427 | Rebuild Post Refiner | Craft | B Mech required. B Elec scheduled on Wednesday. |
| B00428 | Rebuild Reducer | Craft | B Mech required. B Elec scheduled on Wednesday. |