



Summary:

The Available Hours are to identify the total hours per craft at the Weekly Schedule level and total resource hours for the Daily Schedule. When building a schedule, it is important to start with **UPDATEING** the Available Hours this generates the total number of hours that can be scheduled within the team.

Tools / Resources:

- Up-to-date Vacation, Training and Overtime details.
- Additional Contractors or Specialty Trades.
- Email Support: support@getsockeye.com
- User Guides and Video's: <https://www.getsockeye.com/support/availablehours>

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Revision Log

Rewvisions	Date	Reason/Update	Updated By:
Rev 5	May 2, 2022	Timing Pattern Feature Added	C. Banham
Rev 6	June 16, 2022	Annual Review and Update	C. Banham
Rev 7	June 21, 2022	Period and Notes Filter Added	C. Banham

About Available Hours:

Employee Details

[Video Link: Employee Details](#)

Employee details are inputted within the Setup tab. However, these details can be viewed under the Available Hours tab.

1. Click on the **Available Hours** tab in the blue ribbon at the top of the screen.

Available Hours for week of

2. Select the **Team** by clicking on the **▼** under
3. Click on the calendar **Week** that the Available Hours are being updated.
4. Double click on the **Employee** under the Employees section.

5. **Employee Details** dialogue box will generate.

OK

6. Review details and click

The screenshot shows the 'Available Hours' interface for the week of June 20, 2022. A red arrow labeled '1' points to the 'Available Hours' tab in the ribbon. Another red arrow labeled '2' points to the 'Team' dropdown menu. A third red arrow labeled '3' points to the calendar week view. A fourth red arrow labeled '4' points to the 'Employees' section where 'R. Humbert' is selected. A fifth red arrow labeled '5' points to the 'Employee Details' dialog box. A sixth red arrow labeled '6' points to the 'OK' button in the dialog box. The dialog box displays employee details: Name: R. Humbert, Code: 404111, Home Team: Chip Line Mech, Crafts: MW, Default Availability, and Notes. The 'SMS 1' checkbox is checked.

Crafts Filter

Video Link: [Crafts Filter](#)

Offers an opportunity to focus on a specific craft within the team or the full team compliment.

1. Click on the **Available Hours** tab in the blue ribbon at the top of the screen.

2. Select the **Team** by clicking on the **▼** under **Available Hours for week of**.
3. Click on the calendar **Week** that the Available Hours are being updated.
4. Click on **Crafts** within the filter list on the left-hand side of the screen.
5. Select the **Craft** to view.
6. All Employees **assigned** to the selected craft will be visible within the Available Hours.

The screenshot shows the 'Available Hours' tab selected in the blue ribbon. The main area displays 'Available Hours for week of Jun 20, 2022' for 'Chip Line Mech' under 'Supervisor Tim Fisher'. A red box highlights the 'Employees' section, which lists 'MW employees': R. Humbert, G. Carriere, T. Lau, and Contractor J. Niemann. The 'MW' craft is selected in the filter sidebar on the left. Red numbered circles 1 through 6 point to various UI elements: 1 points to the 'Available Hours' tab; 2 points to the calendar week; 3 points to the 'Crafts' button in the filter sidebar; 4 points to the 'MW' craft name; 5 points to the filter sidebar; and 6 points to the 'Employees' table.

Employee	Mon Jun 20	Tue Jun 21	Wed Jun 22	Thu Jun 23	Fri Jun 24	Sat Jun 25	Sun Jun 26
R. Humbert	D12	D12	N12	N12			
G. Carriere			D12	9	N12		
T. Lau	7	7	7	Vacation	VA		
Contractor J. Niemann				7OT	7OT		

Totals Filter

[Video Link: Total Filter](#)

Toggle between seeing the Total Week Hours for the trade's person and the craft level or turning the view off. This can be handy for projects.

1. Click on the **Available Hours** tab in the blue ribbon at the top of the screen.

Available Hours for week of

2. Select the **Team** by clicking on the **▼** under Chip Line Mech.
3. Click on the calendar **Week** that the Available Hours are being updated.
4. Click on **Totals** in the filter list on the left-hand side.
5. Select **No** or **Yes**.
6. When selecting Yes, the totals are available for each **craft** and **employee**.

	Mon Jun 20	Tue Jun 21	Wed Jun 22	Thu Jun 23	Fri Jun 24	Sat Jun 25	Sun Jun 26	Total
MW employees	D12	D12	N12	N12				48
R. Humbert				9	N12	N12		45
C. Carriere			D12					21
T. Lau	7	7	7	Vacation	VA			14
Contractor J. Niemann				TOT	TOT			
Total MW Hours	19	19	31	28	19	12		128
PF employees	to MPR	to MPR	D12	D12	N12	N12		48
C. Morrissey								0
Contractor G. Watson								48
Total PF Hours			12	12	12	12		
WL employees	TR	Training	Safety					
A. Mannon				7	7			14
Total WL Hours				7	7			14
Contractor employees								
Finning 1				12	12			24
Finning 2								0
SMS 1								0
Total Contractor Hours				12	12			24

Import Available Hours:

Note:

- Inputting D = Days, N = Nights, A = Afternoons, O = Overtime before or after the hours may help to identify what part of the day an employee is working.
- Any cell that has a letter before (D12) or after (12D) will accommodate the hours for that given day.

Import Hours within Sockeye

Video Link: [Update Hours with Sockeye Availability Patterns](#)

By utilizing the Availability Patterns under the Setup tab within Sockeye this will input employee shift schedules within the Available Hours for each employee that has an availability pattern assigned.

1. Click on the **Available Hours** tab in the blue ribbon at the top of the screen.
2. Select the **Team** by clicking on the **▼** under **Available Hours for week of**.
3. Click on the calendar **Week** that the Available Hours are being updated.
4. Click on the **Refresh** button located on the top right-hand side.
5. Hours will populate based on the **Setup** details under Availability Patterns and Employees.

The screenshot shows the Sockeye software interface with the following details:

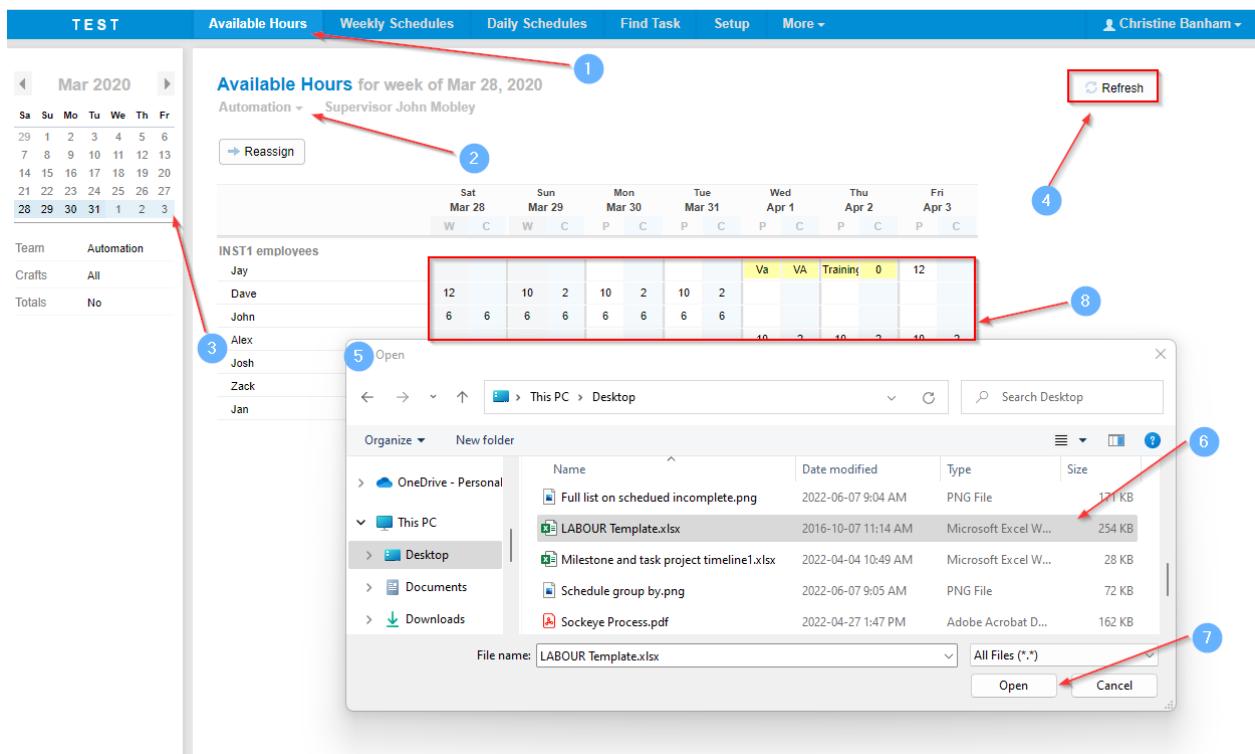
- Available Hours Tab:** The first tab in the blue ribbon is highlighted.
- Team Selection:** A dropdown menu labeled "Chip Line Mech" is open, with "Chip Line Mech" selected. Other options include "Area Shutdown", "Kraft Inst", "Mech Fibreline", "Paper E/I TMP", "Paper Mech TMP", and "WFP SM".
- Calendar Week:** The week of November 8, 2021, is selected. The grid shows hours for Mon Nov 8 through Sun Nov 14. Cells are labeled D12, N12, and 7, indicating different shift types and times.
- Refresh Button:** A red box and arrow point to the "Refresh" button in the top right corner.
- Employee Details:** Below the grid, sections show "PF employees" (C. Morrissey, Contractor G. Watson), "WL employees" (A. Mannion), and "Contractor employees" (Finning 1, Finning 2, SMS 1).

Import Hours by excel

[Video Link: Import Hours by Excel](#)

In some cases, Sockeye will be setup to import a excel template reflecting resources hours. It is important that the template setup during the build of Sockeye is used.

1. Click on the **Available Hours** tab in the blue ribbon at the top of the screen.
2. Select the **Team** by clicking on the **▼** under **Automation**.
3. Click on the calendar **Week** that the Available Hours are being updated.
4. Click on the **Refresh** button located on the top right-hand side.
5. A file explorer dialogue box will appear.
6. Select the template file. *****Note:** the document must be .xls or .xlsx and all detail are to be in one tab within the spreadsheet.
7. Click on **Open**.
8. Hours will populate based on the details imported.



Import Hours within Employee Software

Video Link: [Import Hours Through Integration](#)

Integration may be included within the Sockeye build; typically, this integration is to pull resource hours from an Enterprise Resource Planning System (ERP).

1. Click on the **Available Hours** tab in the blue ribbon at the top of the screen.

Available Hours for week of

2. Select the **Team** by clicking on the **▼** under
3. Click on the calendar **Week** that the Available Hours are being updated.
4. Click on the **Refresh** button located on the top right-hand side.
5. Hours will populate based on the details provided within the ERP.

The screenshot shows the Sockeye software interface. At the top, there's a blue ribbon with tabs: Available Hours (highlighted), Weekly Schedules, Daily Schedules, Find Task, Setup, More, and a user profile for Christine Banham. Below the ribbon is a navigation bar with a calendar showing Nov 2021, and buttons for Back, Forward, Today, and Refresh. The main area has a title 'Available Hours for week of Nov 8, 2021' and a subtitle 'Chip Line Mech ▾ Supervisor Tim Fisher'. On the left, there's a sidebar with team information (Team: Chip Line Mech, Crafts: All, Totals: No), a list of employees (T. Lau, Contractor J. Niemann), and sections for PF employees (C. Morrissey, Contractor G. Watson), WL employees (A. Mannion), and Contractor employees (Finning 1, Finning 2, SMS 1). The main content area shows a grid of hours for the week of Nov 8-14, 2021. The grid is outlined in red and contains numerical values (mostly 7) corresponding to the team members listed on the left. A red box highlights the 'Available Hours' tab in the ribbon, and numbered arrows (1 through 5) point to specific UI elements: 1 points to the tab, 2 points to the team selection dropdown, 3 points to the weekly calendar, 4 points to the 'Refresh' button, and 5 points to the hour grid.

Update Available Hours:

Manually Update Employee's Availability

[Video Link: Manually Update Hours](#)

Adding vacation and or overtime that was not previously included within the import or updating the team's hours manually.

1. Click on the **Available Hours** tab in the blue ribbon at the top of the screen.
2. Select the **Team** by clicking on the **▼** under **Available Hours for week of**.
3. Click on the calendar **Week** that the Available Hours are being updated.
4. Update **Resource** information such as **Vacation (VA)**, **Training (TR)**, **Approved Over Time Hours (OT)**, etc.
5. Click on the **cell** at the intersection of the **date** and the **employee** details to be updated.
 - a. Type in either the absence code, or the new number of hours available.
 - b. Hit Tab, Enter, or Click the mouse away from the cell.

The screenshot shows the 'Available Hours' tab selected in the blue ribbon. A red arrow points from step 1 to the 'Available Hours' tab. Another red arrow points from step 2 to the dropdown menu 'Chip Line Mech'. A third red arrow points from step 3 to the calendar for June 2022. A fourth red arrow points from step 4 to the resource selection dropdown. A fifth red arrow points from step 5 to the 'Train' cell in the availability grid for June 21, which is highlighted with a yellow background.

	Mon Jun 20	Tue Jun 21	Wed Jun 22	Thu Jun 23	Fri Jun 24	Sat Jun 25	Sun Jun 26
D12	D12	N12	N12				
7	7	7	Vacation	VA			
			7OT	7OT			
		D12	D12	N12	N12		
TR	Train	Safety	7	7			
			12	12			

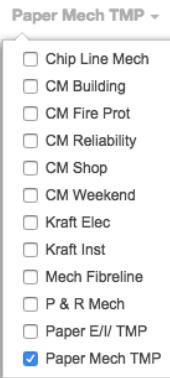
Reassign an Employee to a different Team Temporarily

[Video Link: Temporarily reassign a resource](#)

An employee may temporarily be assigned with a different team. By reassigning an employee, it transfers their allocated hours to the team assigned and indicates the team working within.

NOTE: *** It is important to ensure the employee has not been assigned work orders prior to reassigning to a different team.**

1. Click on the **Available Hours** tab in the blue ribbon at the top of the screen.
2. Select the **Team** by clicking on the **▼** under **Available Hours for week of**.



3. Click on the calendar **Week** that the Available Hours are being updated.
4. Click on the **Reassign** button.
5. A 'Reassign employee to another team' dialogue box will appear.
6. Select Employee(s) by clicking on the **▼** under the **Employee** field.
7. Select the team being reassigned to under the **TO Team** by click on the **▼**.
8. Enter or click on the **Calendar** of the dates **starting** the assignment.
9. Enter or select the **Calendar** of the **dates ending** that specific reassignment.

Save

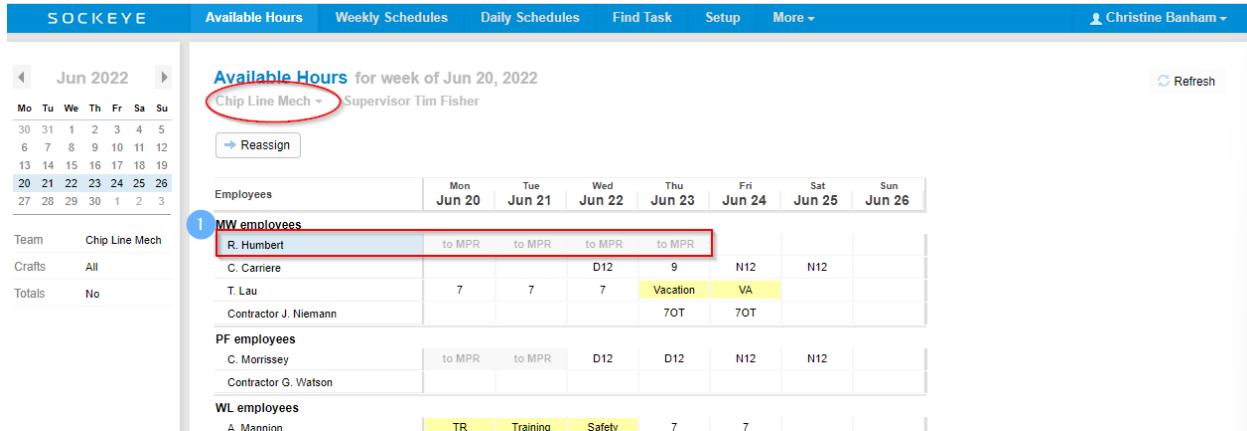
10. Click on **Save**

The screenshot shows the 'Available Hours' interface. At the top, the 'Available Hours' tab is selected. Below it, a calendar for June 2022 shows the 26th highlighted. A dropdown menu for 'Employees' lists several names. A modal dialog box titled 'Reassign employee to another team' is open, prompting the user to select an employee (R. Humbert), a target team (Area Shutdown), and a date range (from Jun 20, 2022 to Jun 23, 2022). The 'Save' button in the dialog is highlighted with a red arrow. Red numbers 1 through 10 are overlaid on the interface to indicate specific steps in the process.

After clicking on the save button the employees reassigned will update to reflect the allocated team

Available Hours / Resources
Training Materials

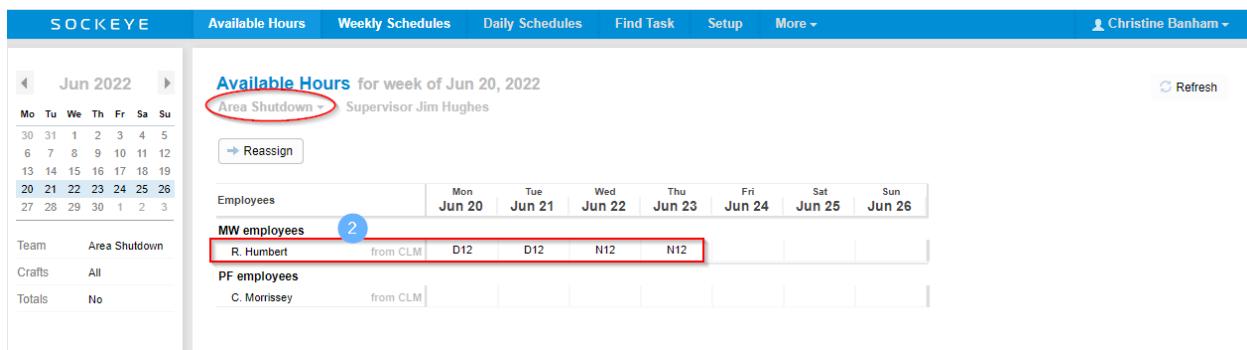
- Under the **default or original team**, the Employee will show to XXX to identify the new team they have been assigned to.



The screenshot shows the 'Available Hours' page for the week of June 20, 2022. The 'Chip Line Mech' team is selected. A red circle highlights the 'Reassign' button. A blue circle labeled '1' highlights the row for R. Humbert in the MW employees section. The table shows various employees and their scheduled hours across the week.

Employees	Mon Jun 20	Tue Jun 21	Wed Jun 22	Thu Jun 23	Fri Jun 24	Sat Jun 25	Sun Jun 26
MW employees							
R. Humbert	to MPR	to MPR	to MPR	to MPR			
C. Carnere			D12	9	N12	N12	
T. Lau	7	7	7	Vacation	VA		
Contractor J. Niemann				7OT	7OT		
PF employees			D12	D12	N12	N12	
C. Morrissey	to MPR	to MPR					
Contractor G. Watson							
WL employees							
A. Mannion	TR	Training	Safety	7	7		

- Under the **new assigned team**, the employee will be added to the Available Hours and show the team they are typically assigned to with the hours that were imported or manually updated.



The screenshot shows the 'Available Hours' page for the week of June 20, 2022. The 'Area Shutdown' team is selected. A red circle highlights the 'Reassign' button. A blue circle labeled '2' highlights the row for R. Humbert in the MW employees section. The table shows various employees and their scheduled hours across the week.

Employees	Mon Jun 20	Tue Jun 21	Wed Jun 22	Thu Jun 23	Fri Jun 24	Sat Jun 25	Sun Jun 26
MW employees							
R. Humbert	from CLM	D12	D12	N12	N12		
PF employees							
C. Morrissey	from CLM						

Trouble Shooting:

Cells Will Not Update

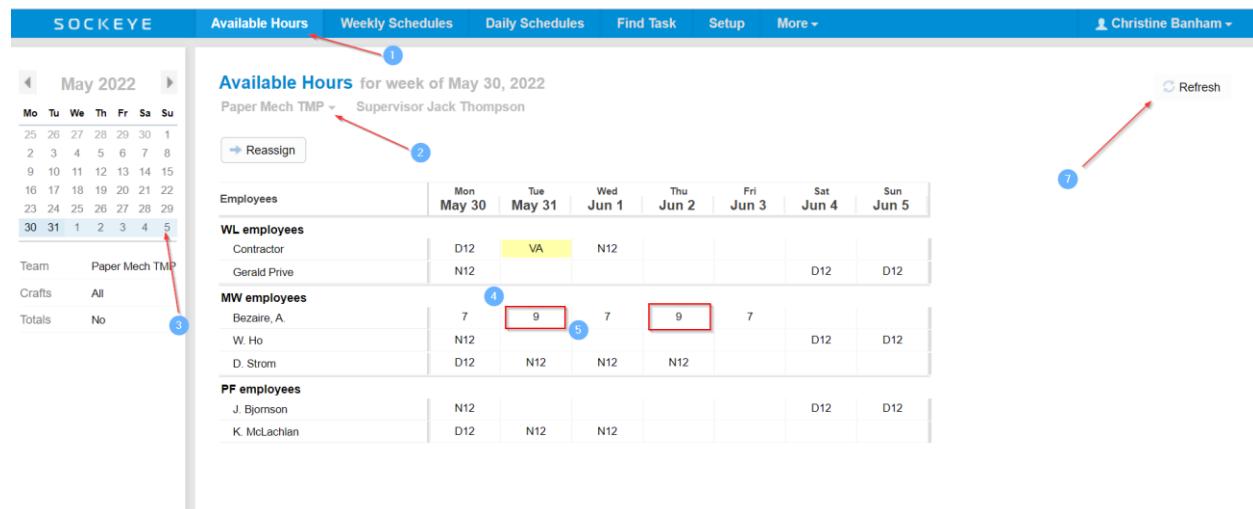
Video Link: [Cells will not Update](#)

If a cell has been overwritten when clicking on  the import from Sockeye Availability Pattern, Excel and or Employee Software will **NOT OVERWRITE** manual changes!

1. Click on the **Available Hours** tab in the blue ribbon at the top of the screen.

Available Hours for week of

2. Select the **Team** by clicking on the 
3. Click on the calendar **Week** that the Available Hours are being updated.
4. Select the cell in question.
5. Remove the current details in that cell by hitting the backspace or delete key.
6. Hit enter on the keyboard
7. Click on Refresh and import the hours.



The screenshot shows the 'Available Hours' interface for the week of May 30, 2022. The interface includes a calendar view, team selection, and a detailed weekly schedule grid for employees across different shifts (D12, N12, VA). Red numbers 1 through 7 are overlaid on the interface to indicate specific steps: 1 points to the 'Available Hours' tab in the ribbon; 2 points to the 'Reassign' button; 3 points to the date 'May 30'; 4 points to a cell containing 'VA' which is highlighted with a red box; 5 points to the number '5' in the same cell; 6 points to the 'Refresh' button in the top right; 7 points to the cell containing '9' which is also highlighted with a red box.

Team Reassignment was not Successful

[Video Link: Trouble shoot reassigning a resource](#)

If employees are not showing up in the reassigned team go to the weekly or daily schedule and check to ensure employee selected does not have work assigned. If work is assigned those work orders will need to be moved before trying to reassign the employee.

Daily Schedules

1. Click on the **Daily Schedules** tab in the blue ribbon at the top of the screen.

2. Select the **Team** by clicking on the ▾ under **Available Hours for week of**.

Paper Mech TMP ▾

- Chip Line Mech
- CM Building
- CM Fire Prot
- CM Reliability
- CM Shop
- CM Weekend
- Kraft Elec
- Kraft Inst
- Mech Fibreline
- P & R Mech
- Paper E/I TMP
- Paper Mech TMP

3. Select the **day** the employee should be reassigned.
4. Move work orders to another **employee** or select the work order(s) and **remove** from the schedule.
5. Repeat steps to **Reassign an Employee to a different Team Temporarily.**

The screenshot shows the 'Daily Schedules' tab selected in the top navigation bar. A red arrow points from the 'Available Hours' dropdown in step 2 to the 'Supervisor Tim Fisher' dropdown in the center of the page. Another red arrow points from the 'Team' dropdown in step 3 to the 'Chip Line Mech' dropdown. A third red arrow points from the 'WO #' column in the grid to the 'Details' button in the toolbar. The main area displays a grid of work orders (WO #, WO Type, Status, Priority, Loc #, Op #, Operation, Revision, Delay, Est Men, Craft, Hrs, Comment) and their assignments to employees (Sched. Hrs, Avail. Hrs, MW, PF, WL, Cont, Totals). The grid includes columns for Alert and Sched Comp status.

Features:

4-Week Outlook Filter:

Website Link: Period Filter

Providing a 4-week outlook for available resources. This can aid with future vacation requests, possible project availability, future resource support, etc.

1. Select **Available Hours** in the blue ribbon.
2. Select the **Team** by clicking on the **▼** under **Available Hours**.
3. Click on the calendar **Week** that the Available Hours are being updated.
4. Click on '**Period.**' A drop-down selection will appear.
5. Select **4 Weeks**.
6. A **4-week outlook** will appear starting with the week selected within the calendar.

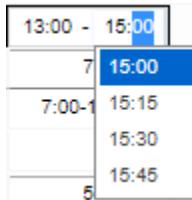
The screenshot shows the 'Available Hours' tab selected in the blue ribbon. A red box highlights the 'Period' dropdown menu, which is open to show '1 Week' and '4 Weeks'. The '4 Weeks' option is checked. Numbered circles 1 through 6 point to various UI elements: 1 points to the 'Available Hours' tab; 2 points to the team dropdown; 3 points to the calendar week; 4 points to the 'Period' dropdown; 5 points to the '4 Weeks' option; and 6 points to the 4-week outlook calendar grid.

Hourly Scheduling:

Website Link: Hourly Scheduling

7. Click on the **Available Hours** tab in the blue ribbon at the top of your screen.
8. Click on the applicable **Week**.
9. Select **Team**.
10. Click on the far-right side of the screen.
 - This will auto populate times and hours that have been assigned to the employee.
11. Update **Times** for any given day and employee. *Note: Time is a 24-Hour Clock.*
 - a. Double click on a specific time for a drop-down box to appear.
 - b. Select the hours.
 - c. Hit the enter key.

Note: When clicking on the enter key the Hours field will automatically adjust to reflect the updated times



12. Update Hours field for any given day and employee

- Click on the applicable field.
- Update field to reflect vacation, different hours, training, etc.

Note: Numbers in this field will be included in the total craft hours and employee availability.

Employees	Mon Aug 9	Tue Aug 10	Wed Aug 11	Thu Aug 12	Fri Aug 13
MECH1 employees					
Tech 1	Times	7:00-12:00	7:00-12:00	7:00-12:00	7:00-12:00
		13:00-17:00	13:00-17:00	13:00-15:30	13:00-17:00
	Hours	Vacation	Vacation	7.5	8
Tech 2	Times	7:00-12:00		7:00-12:00	7:00-12:00
		13:00-14:30			13:00-17:00
	Hours	6.5		5	9
Tech 3	Times	7:00-12:00	7:00-12:00	7:00-12:00	7:00-12:00

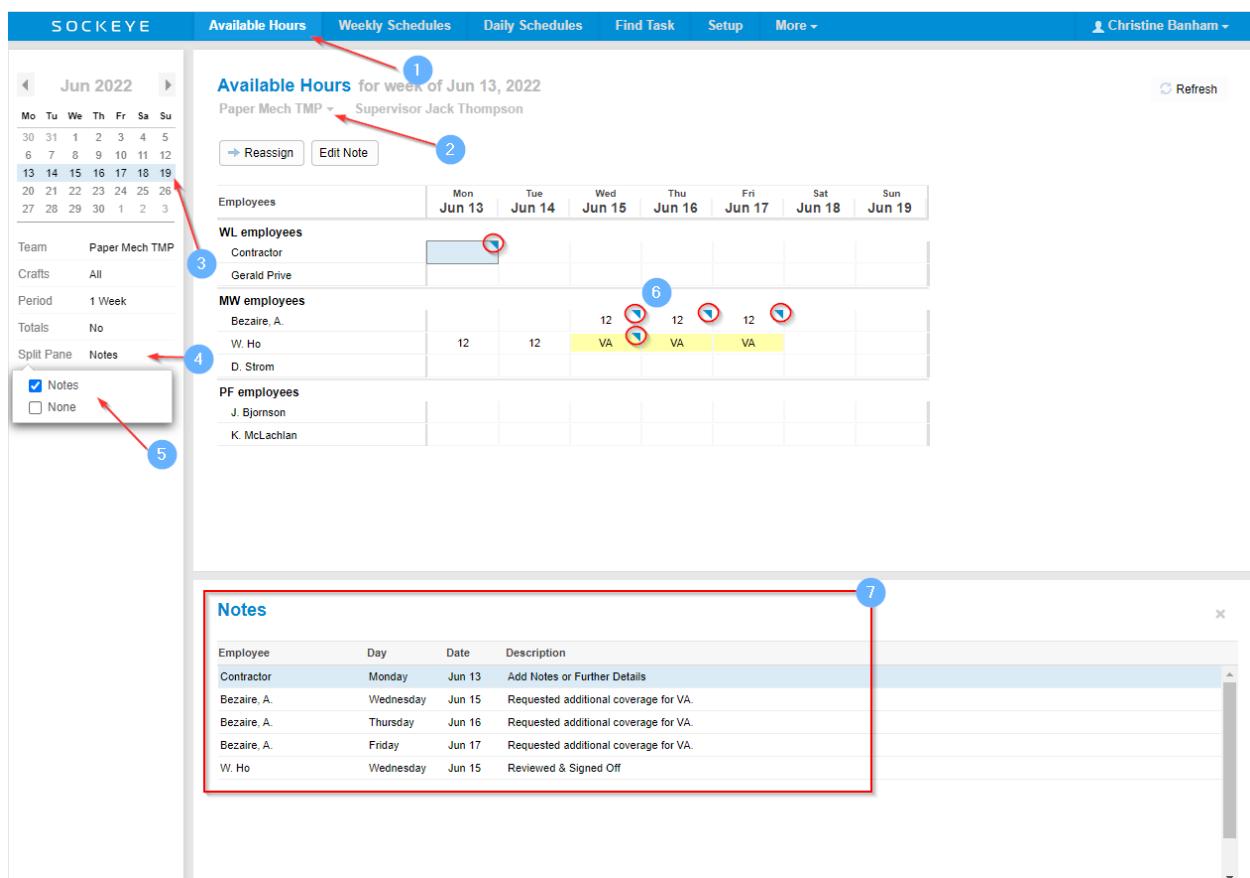
Employees	Mon Aug 9	Tue Aug 10	Wed Aug 11	Thu Aug 12	Fri Aug 13	Sat Aug 14	Sun Aug 15
MECH1 employees							
Tech 1	Times	7:00-12:00	7:00-12:00	7:00-12:00	7:00-12:00		
		13:00-17:00	13:00-17:00	13:00-15:30	13:00-17:00		
	Hours	Vacation	Vacation	7.5	8		
Tech 2	Times	7:00-12:00		7:00-12:00	7:00-12:00		
		13:00-14:30			13:00-17:00		
	Hours	6.5		5	9		
Tech 3	Times	7:00-12:00	7:00-12:00	7:00-12:00	7:00-12:00	7:00-12:00	
		12:30-15:50	12:30-15:50	12:30-15:50	12:30-15:50	12:30-15:50	
	Hours	8.5	8.5	8.5	8.5	8.5	
EPDM1 employees							
Tech 4	Times	7:00-12:00	7:00-12:00	7:00-12:00	7:00-12:00	7:00-12:00	
		12:30-15:50	12:30-15:50	12:30-15:50	12:30-15:50	12:30-15:50	
	Hours	8.5	8.5	8.5	8.5	8.5	

Resource Notes Filter:

[Website Link: Resource Notes Filter](#)

Users can add notes to associate with a specific date and resource.

1. Select **Available Hours** in the blue ribbon.
2. Select the **Team** by clicking on the **▼** under **Available Hours for week of**.
3. Click on the calendar **Week** that the Available Hours are being updated.
4. Click on '**Split Pane**.' A drop-down selection will appear.
5. Select **Notes**.
6. A blue triangle  will appear in the top right corner of each cell that indicates a **Note** is attached.
7. The bottom section of the Available Hours tab has been split to show all the **Notes** for the specific week, team, and resource(s).



The screenshot shows the 'Available Hours' ribbon tab selected. The 'Team' dropdown is set to 'Paper Mech TMP'. The calendar shows the week of June 13, 2022. The 'Split Pane' dropdown is open, with the 'Notes' option selected. The main grid displays employee availability for the week, with several cells containing a blue triangle icon indicating a note. A red box highlights the 'Notes' section at the bottom of the screen, which lists the following entries:

Employee	Day	Date	Description
Contractor	Monday	Jun 13	Add Notes or Further Details
Bezaire, A.	Wednesday	Jun 15	Requested additional coverage for VA.
Bezaire, A.	Thursday	Jun 16	Requested additional coverage for VA.
Bezaire, A.	Friday	Jun 17	Requested additional coverage for VA.
W. Ho	Wednesday	Jun 15	Reviewed & Signed Off

Adding Timing Patterns Manually:

Website Link: [Timing Patterns](#)

Outline the total hours per timing period, craft, and tradesperson to start scheduling work orders to resources. The details will transfer to both the Weekly and Daily Schedules.

Available Hours

1. Click on the **Available Hours** tab in the blue ribbon at the top of your screen.
2. Click on the applicable **week**.
3. Select the **Team** a schedule is to be built.
4. Enter **Employee hours** under each cell.
 - o These can be broken up between multiple timings.
5. Update any details such as vacation or over time.

The screenshot shows the 'Available Hours' interface. At the top, there's a blue ribbon with tabs: TEST, Available Hours (which is selected), Weekly Schedules, Daily Schedules, Find Task, Setup, and More. Below the ribbon is a calendar for March 2020, showing the week starting from Saturday, March 28. A red arrow labeled '1' points to the 'Available Hours' tab. To the right of the calendar, there's a dropdown for 'Automation' and a button for 'Reassign'. A red arrow labeled '2' points to the calendar. Another red arrow labeled '3' points to the 'Automation' dropdown. On the right side of the interface, there's a 'Refresh' button and a user profile for 'Christine Banham'. The main area displays a grid for 'INST1 employees' (Jay, Dave, John, Alex, Josh, Zack, Jan) across the days of the week. The grid shows hours worked, with some cells highlighted in yellow (e.g., 'Va') and others in light blue. A red arrow labeled '4' points to the grid. A red circle labeled '5' highlights a cell in the grid for John on Tuesday, March 31, which contains 'Va' and 'VA'.