

MyEngineer

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Inhaltsverzeichnis

MyEngineer	3
Pricing	3
Contract terms	3
Service level	3
Where can I find the cost overview of the current MyEngineer hours	4
How do I know which tickets MyEngineers have processed in the booked time?	4

MyEngineer

You can find the MyEngineer-service description [here](#)

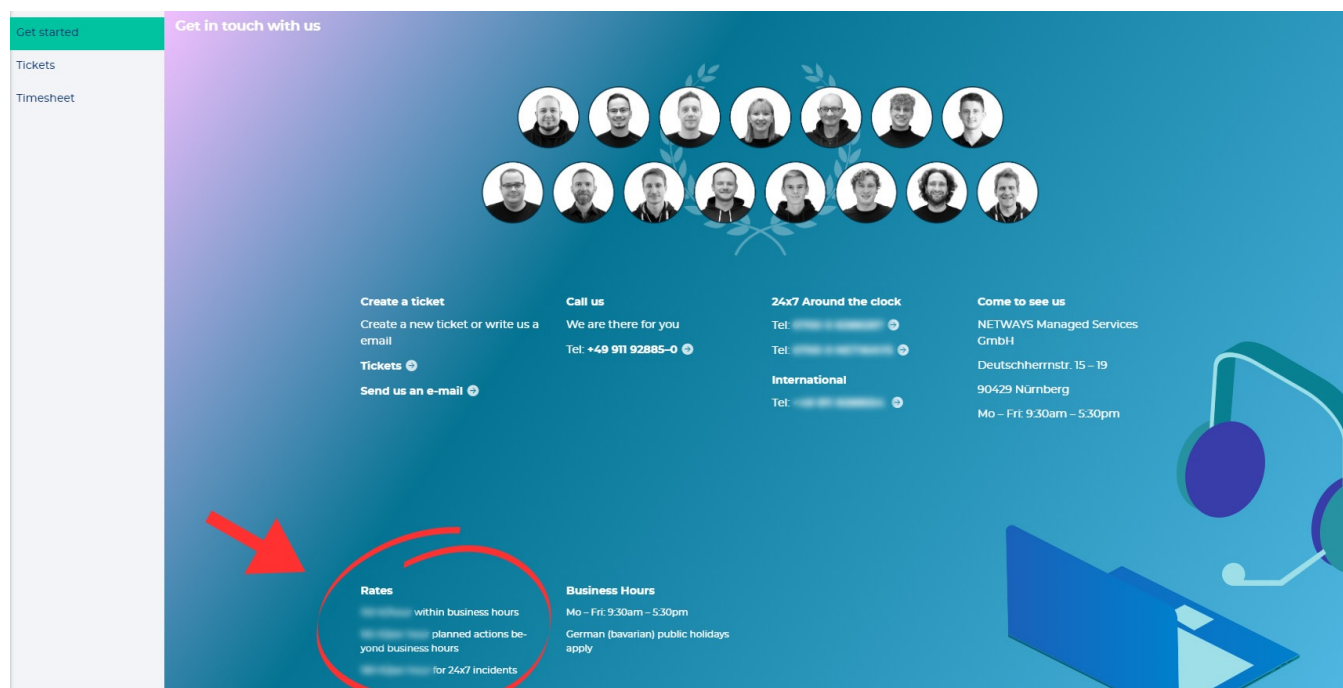
Pricing

Accounting is you pay what you use and no fixed monthly costs.
Billing is done in 15 minute intervals.

There are only costs after consultation and order.

The actual hourly rates can be found on the "Get started" page of the MyEngineer-App.

<https://my.nws.netways.de/> -> MyEngineer -> Get started



Contract terms

With our MyEngineer service there is no contract period.

You can start the app via your [NWS Customer Interface](#) and you can delete it at any time.

Service level

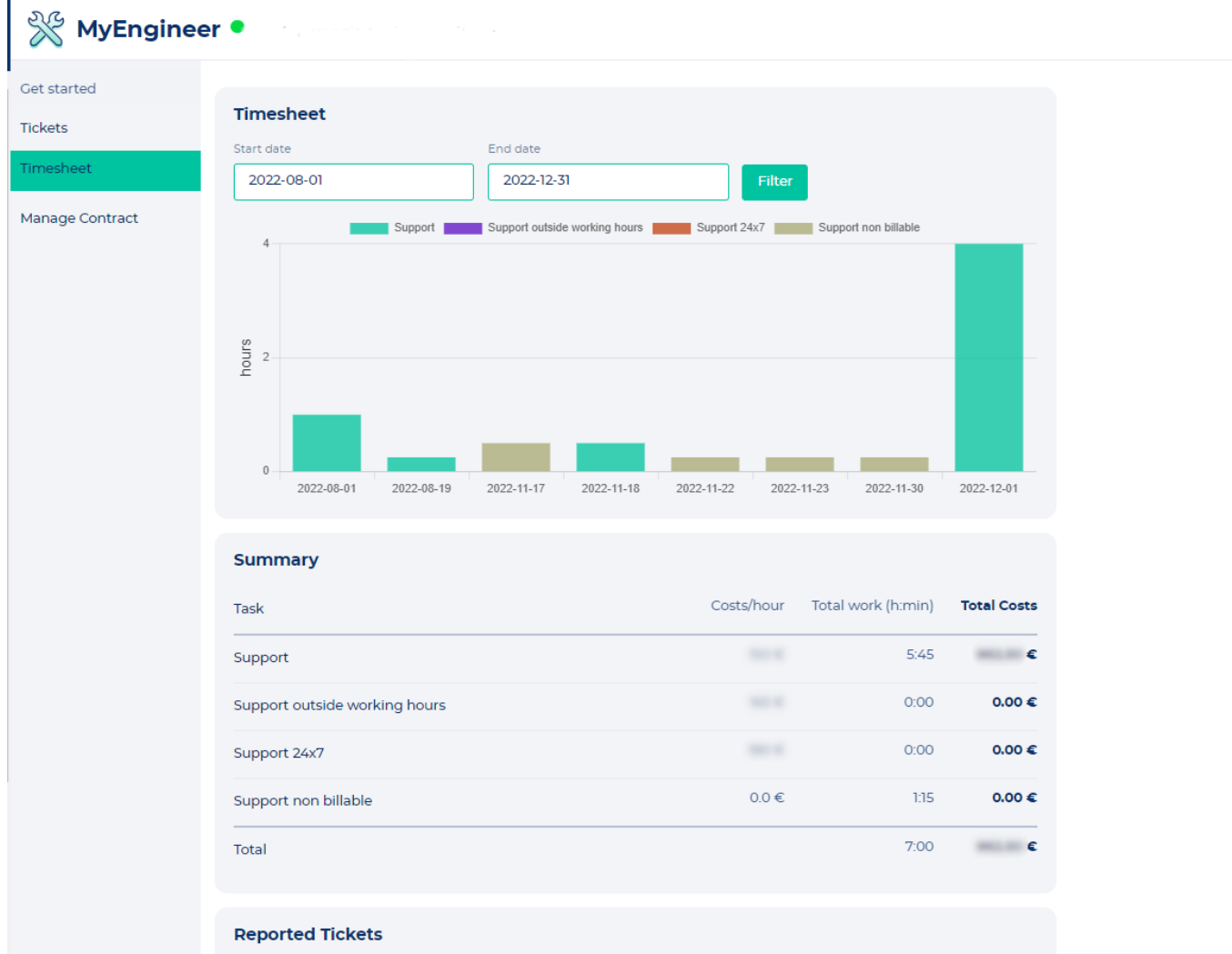
Netways Managed Services provides services at different service levels, which are defined as follows:

1. **8x5, during business hours:** Monday through Friday from 9:30 a.m. to 5:30 p.m. German time, excluding German or Bavarian holidays.
2. **24x7, scheduled, outside business hours:** Monday through Friday from 5:30 p.m. to 9:30 a.m. – Saturday, Sunday, and German and Bavarian holidays from 12:00 a.m. to 11:59 p.m.
3. **24x7, emergency:** Monday through Friday from 5:30 p.m. to 9:30 a.m. – Saturday, Sunday, and German and Bavarian holidays from 12:00 a.m. to 11:59 p.m.

Where can I find the cost overview of the current MyEngineer hours

You can find the cost overview of the current MyEngineers hours in the MyEngineer App:

<https://my.nws.netways.de/> -> MyEngineer -> Timesheet



In the Timesheet field you can select the time span within which the MyEngineer costs should be displayed
By default the current month is always displayed

In the summary field you can see which kind of hourly rate was booked.

How do I know which tickets MyEngineers have processed in the booked time?

You find this Information in the field "Reported Tickets" in the Myengineer App right below the Summary of the booked MyEngineer hours.

<https://my.nws.netways.de/> -> MyEngineer -> Timesheet -> Reported Tickets

In the Reported Tickets field you can see all tickets including the subject, type of support and the time needed for it.

If you click on the ticket number, you can see the complete communication history.

Tickets	Reported Tickets			
Timesheet	Monday, January 22, 2024			
	Ticket	Description	Support type	Time
		Halbjahresmeeting	Normal	00:30
	#805399	Server runterzufahren	Non Billable	00:30
	Total reported time			01:00
	Sunday, January 14, 2024			
	Ticket	Description	Support type	Time
	#804475	Monatliche Updates	Off hours	01:30
	Total reported time			01:30
	Thursday, January 11, 2024			
	Ticket	Description	Support type	Time
	#805399	Server runterzufahren	Normal	00:15
	Total reported time			00:15
	Wednesday, January 10, 2024			
	Ticket	Description	Support type	Time
	#805430	23:00 - 23:30 24x7	24x7	00:30
		Daily rate	24x7	01:30
	Total reported time			02:00