

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](#)

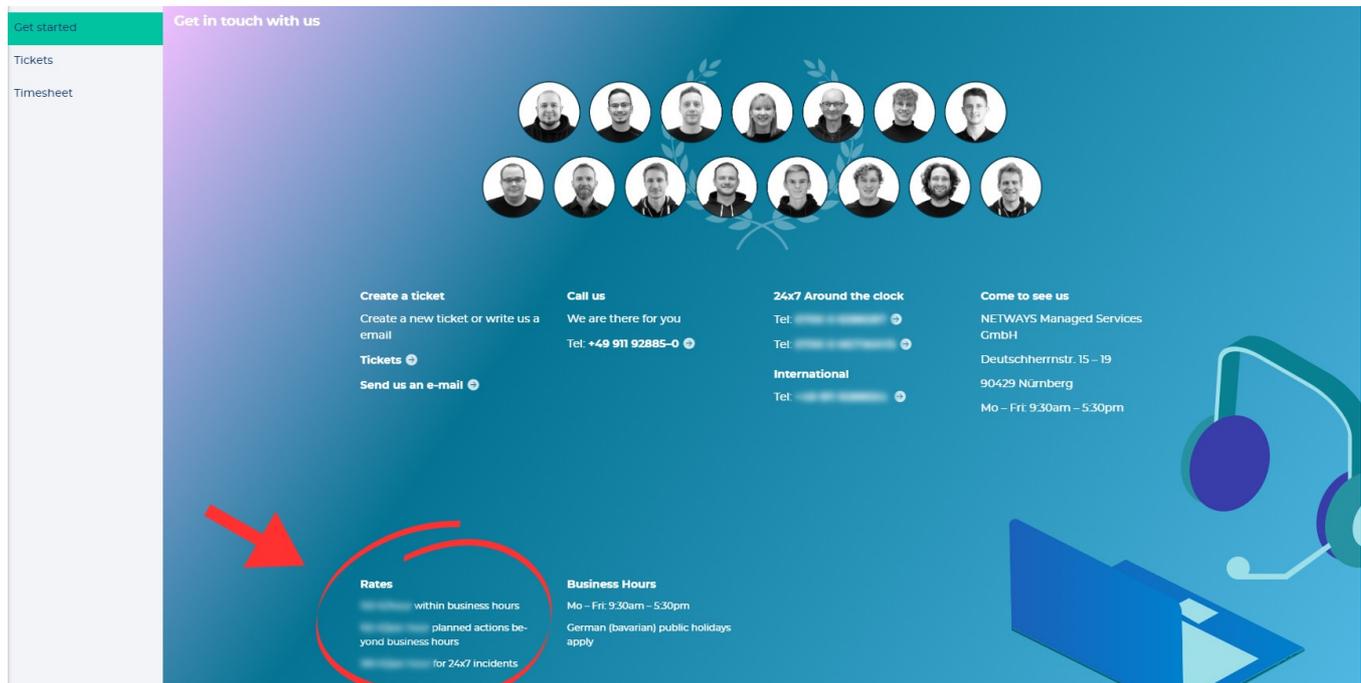
Pricing

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

The screenshot shows the MyEngineer app interface. On the left is a navigation menu with options: Get started, Tickets, Timesheet (highlighted), and Manage Contract. The main content area is titled 'Timesheet' and includes a date range selector (Start date: 2022-08-01, End date: 2022-12-31) and a Filter button. Below this is a bar chart showing hours worked by date, categorized by support type: Support (teal), Support outside working hours (purple), Support 24x7 (orange), and Support non billable (olive). The chart shows a significant spike in Support hours on 2022-12-01. Below the chart is a 'Summary' table:

Task	Costs/hour	Total work (h:min)	Total Costs
Support	100 €	5:45	545 €
Support outside working hours	100 €	0:00	0.00 €
Support 24x7	100 €	0:00	0.00 €
Support non billable	0.0 €	1:15	0.00 €
Total		7:00	545 €

Below the summary is a section for 'Reported Tickets'.

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	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	