
TRAINING GUIDE

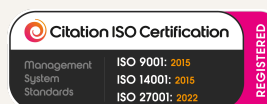
Support Technician Levels

Sets out the training levels for the support team. It will be updated as the sub-sections for each level are decided.

PRODUCT	REFERENCE	VERSION
timeware® HRMS	t2-1010	v1.3

timeware UK Ltd

3 Fieldhouse Road, Rochdale, Greater Manchester, OL12 0AD
01706 659368 · sales@timeware.co.uk · timeware.co.uk



Certificate No: IMS-491342025,
509932026



Level 1	3
Level 2	3
Level 3	4

Level 1

• Dashboard	t2-1015
• Reports	t2-1020
• The Social Feed	t2-1025
• Conversation Hub	t2-1030
• HR (Core)	t2-1035
• Document Management	t2-1040
• Queries	t2-1045
• Attendance Points/Devices??	t2-1050
• Leave Management — Booking/amending/deleting an absence — Checking how much leave someone has left — Seeing who else is off — Dealing with employee leave requests	t2-1055
• Employee Self-Service App (ESS)	t2-1060
• Fire Marshal App	t2-1065
• Roll Call	t2-1070

Level 2

• Leave Management (Level 2 features)
• Time Management (Level 2 features)
• Integrations

Level 3

- Customisation (rules)?? Not sure if these would just fall under the category it belongs to – e.g a daily calculation would just fall under timeware management
- Time Management (Level 3 features)
- HR (Advanced)
- Marketplace
- Workflows
- Developer API and Webhooks