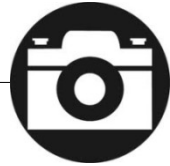


# A GUIDE TO EFFECTIVELY MANAGE YOUR REMOTE USERS.

# What is AgentGuardian?

- AgentGuardian is a desktop-based and web-based application that allows you to monitor your workforce [working from home or another office] immediately, wherever or whenever.
- It captures their keystrokes, screenshots and time-in and time out details, daily.

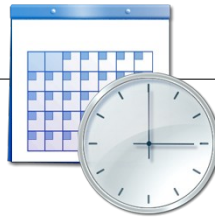
# How does it work?



System takes screenshots every 5 minutes and uploads it to website



Records Keystrokes and uploads it to website



Time In and Time Out details are recorded



A client application is installed in the workstation of remote staff



View remote staff's work through the dashboard in the website



# Managing your Remote Users – PART I AgentGuardian<sup>®</sup>

Organizing your remote users in offices

# Who are your remote users?

- They are mostly working during office hours in front of a computer.
- Their workstations can be located from home or designated office.
- Their work needs to be monitored for efficiency and quality.



# Defining your remote user's location

- It is important to define your remote user's location. May it be a virtual location or a physical location, it will affect the time in and time out details of your remote users.



If your company is based in Pennsylvania USA, and you have remote users in the Philippines, You have to decide if his working time is based on your location or his location.

This will help you monitor his daily work progress through a timely organized Timesheet.

# In AG, we help you organize your users inside OFFICES



When AG records the working time of your remote users, it is calculated against the time zone of the office where the user belongs.

- Office defines the location constraints of your remote users.
- These location constraints are:
  - } Time zone Settings
  - } Daylight Saving Time
  - } Offset Time

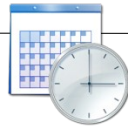
# How does AG records working time?



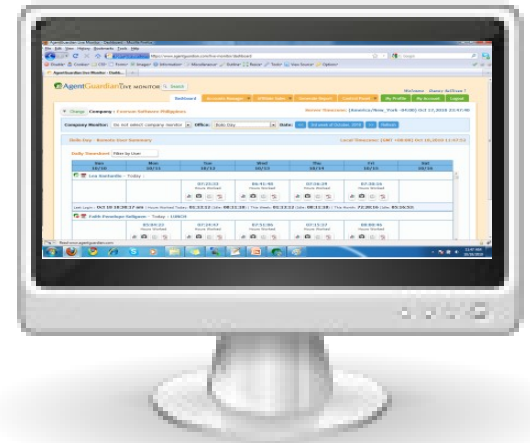
when user logs in at start of his working day



local time is calculated against time zone settings of the user = OFFSET TIME



Every succeeding user activity is calculated against the offset time



This is what you see in your dashboard.



# Office Location = User Location

- If you have a physical location i.e. an office located somewhere in the city – let's say Pittsburgh, and your remote users are working there. The best practice would be to create an AG Office for that place

Add Office Details:

\* Required

**Office Details**

Office Name:  \*

Company: \*  ▼

Country: \*  ▼

Province: \*  ▼

Timezone: \*  ▼

Daylight-saving  Time:

**Contact Details**

Street Address:

City:

















































Postal Code:

Telephone:

Fax:

# Monthly Timesheet of Remote User working at same time zone settings as the office.

- Monthly Timesheet for October, 2010 [sample data]

Sun	Mon	Tue	Wed	Thu	Fri	Sat
09/26	09/27	09/28	09/29	09/30	<b>10/01</b> 10:20:54 Hours Worked    	10/02
<b>10/03</b>	<b>10/04</b> 09:13:34 Hours Worked    	<b>10/05</b> 08:39:54 Hours Worked    	<b>10/06</b> 09:09:50 Hours Worked    	<b>10/07</b> 08:55:43 Hours Worked    	<b>10/08</b> 09:05:57 Hours Worked    	10/09
<b>10/10</b>	<b>10/11</b> 09:30:50 Hours Worked    	<b>10/12</b> 06:28:23 Hours Worked    	<b>10/13</b> 09:42:47 Hours Worked    	<b>10/14</b> 09:16:25 Hours Worked    	<b>10/15</b> 07:47:14 Hours Worked    	10/16
10/17	<b>10/18</b> 06:59:48 Hours Worked    	10/19	10/20	10/21	10/22	10/23
10/24	10/25	10/26	10/27	10/28	10/29	10/30
<b>10/31</b>	11/01	11/02	11/03	11/04	11/05	11/06

# Office Location != User Location

- If your company is based somewhere in USA and you have remote users from China, Philippines, India working at the comfort of their home, you could probably create a virtual office and based the time zone on your current location.

Add Office Details:

\* Required

**Office Details**

Office Name:  \*

Company:  ▼

Country:  ▼

Province:  ▼

Timezone:  ▼

Daylight-saving Time:

**Contact Details**

Street Address:

City:

Postal Code:

Telephone:

Fax:

# Monthly Timesheet of Remote User working at time zone settings different from his assigned office.

- Monthly Timesheet for October, 2010  
 User time zone is +8:00 while office time zone is -8:00

Sun	Mon	Tue	Wed	Thu	Fri	Sat
09/26	09/27	09/28	09/29	09/30	10/01	10/02
					00:36:47 Hours Worked	
10/03	10/04	10/05	10/06	10/07	10/08	10/09
07:05:33 Hours Worked	07:18:05 Hours Worked	07:29:29 Hours Worked	07:39:08 Hours Worked	08:04:55 Hours Worked	00:52:12 Hours Worked	
10/10	10/11	10/12	10/13	10/14	10/15	10/16
07:16:41 Hours Worked	08:23:14 Hours Worked	07:00:04 Hours Worked	08:12:25 Hours Worked	04:06:51 Hours Worked		
10/17	10/18	10/19	10/20	10/21	10/22	10/23
07:32:25 Hours Worked	00:24:03 Hours Worked					
10/24	10/25	10/26	10/27	10/28	10/29	10/30

You could see remote user working on Sundays even though he's work schedule is Monday to Friday only. His working time is offset by almost one day.

# If you are managing a remote user and you noticed that his timesheet is incorrect, check his location constraints

- Checklist: Big Offset Time [more than 1 hour indicates that **time zone** of your user and **time & date settings** of your user's workstation is not in sync.

CLICK THIS CLIP TO PLAY  
MOVIE FILE





# Managing your remote users – PART 1

## AgentGuardian

Assigning Monitors/Supervisors to your remote users

# Who are your company monitors?

AgentGuardian™  
Remote User Management, Remote Monitoring, Remote Support

- They need to track the current progress of your remote users.
- They can be working within the company as agent supervisors or outside the company as company's client/customer [as for an outsourcing



Monitors can be supervisors working in the same company or clients. They usually need to track the current progress of certain remote users from your company.

# Creating a company monitor account

- In AG, company monitors are a subset of administrator account.
- They have access to all activities [namely keystrokes, screenshots and timesheet] of remote users assigned to them.
- They can only view user data but not modify them. And they can only view the user's data from starting date to which they were assigned.



# New company monitor details

## New Company Monitor Details:

\* Required

### Account Details

First Name:  \*

Last Name:  \*

Email:  \*

Status:  Active  Inactive

Country:  \*

Province:

### Contact Details

Telephone:

Fax:

### Miscellaneous

Mark as Deleted?:  Yes  No

### New Password

Generated Password will be emailed to the administrator

Remote Users Monitored : Filter

List shows 7 of 7

#	Remote User	Office	Start Time
<input checked="" type="checkbox"/>	danny sullivan	Pittsburgh Office	<input type="text" value="2010-08-17"/>
<input type="checkbox"/>	Barbara Insong	Philippines office - Manila	<input type="text"/>
<input type="checkbox"/>	Anthony Uy	Changsha Dev Center	<input type="text"/>
<input type="checkbox"/>	Remote_User Test	Philippines office - Manila	<input type="text"/>
<input type="checkbox"/>	Moo Moo	Hunan Dev Center	<input type="text"/>
<input type="checkbox"/>	Manuel Uy	Changsha Dev Center	<input type="text"/>
<input type="checkbox"/>	Lorelie Anne Dazo-Defensor	Pittsburgh Office	<input type="text"/>

# Defining your AG Company Account



- Suppose your company is a consulting firm that is based in California, USA.
- Your employees are scattered around the globe. You have employees, in Pittsburgh, Manila and Changsha.
- Your clients are mostly from USA, and you distribute the project across your workforce according to their skills.
- You want AgentGuardian to help you manage your remote users effectively and also allow your clients to monitor your employees working for them so they could also track their progress.

# Company Details

## Company Details : Danny Sullivan Development

### Account Details

**Company Name:** Danny Sullivan Development

**Contact Email:** [danny9@eversunsoft.com](mailto:danny9@eversunsoft.com)

**Status:** Active

**Country:** United States

**Province:** California

**Date Registered:** August 20, 2008 3:33:10 am

**License Number:** 25

**Billing Status:** Regular Customer

**Valid Until:** August 20, 2008

**Payment Received Last:**

Contact Email in the company is the company administrator account. Use this to login to AgentGuardian Dashboard

License Number is the allowed number of remote users you could add to this account

# Organizing your remote users into offices

- Suppose you have 9 remote users in your company. These remote users are scattered around the globe.

1



Chinese Developers



Filipino Content Writers



American Graphic Designers

You may want to group these users according to their particular location, each having their own time zone settings according to their location.

2

Changsha Dev Center

GMT +8:00

Philippines - Manila

GMT +8:00

Pittsburgh Office

GMT -5:00

# Office Details and Remote User's list

## Office Details : Pittsburgh Office

### Account Details

Office Name: Pittsburgh Office

Company: Danny Sullivan Development

Country: United States

Province: Pennsylvania

Timezone: (GMT -05:00) Eastern Time (US & Canada),  
Bogota, Lima

Daylight-saving Time: Yes

Name of your office. This could be anything.

Time zone settings for your office.

Remote Users assigned to this office will follow this setting










If the current location is under daylight saving time.

Remote Users assigned to this office will follow this settings.

## List of Remote Users in this Office:

Office : Pittsburgh Office Filter : List Only Refresh + Create User Account Delete Selected

List shows 3 of 3

	Name	Email	Status	Last Login
<input type="checkbox"/>	   danny sullivan	danny9@gmail.com	Active	October 14, 2010 4:18:31 am
<input type="checkbox"/>	   Lorelie Anne Dazo-Defensor	lorelie_eversun@yahoo.com	Active	October 18, 2010 4:05:29 am
<input type="checkbox"/>	   Manuel Uy	riyadho_ess1@yahoo.com	Active	October 15, 2010 3:11:35 am

# Remote User's detail

## User Details : Lorelie Anne Dazo-Defensor

### Account Details

**First Name:** Lorelie Anne

**Last Name:** Dazo-Defensor

**Email:** lorelie\_eversun@yahoo.com

**Display Name:** ldazo-defensor

**Company:** Danny Sullivan Development

**Office:** Pittsburgh Office

**Last login:** October 19, 2010 1:37:08 am

**Register Date:**

### Contact Details/IM's

**Telephone:**

**Mobile:**

**Fax:**

**MSN:**

**Google Talk:**

**Yahoo messenger:** lorelie\_eversun

### Location Constraints

**Country:** Philippines

**Province:** Manila

**Timezone:** (GMT -05:00) Eastern Time (US & Canada),  
Bogota, Lima

**Is daylight saving  
time?:** Yes

**Offset Time:** -00:59:53 (hh:mm:ss)

The office defines the location constraints of your remote user.

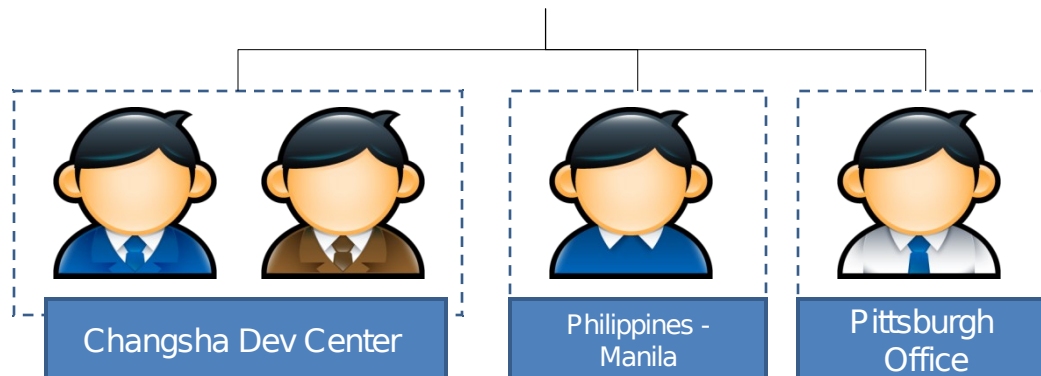
If the offset time is too big, ask your remote user if the time settings in his/her workstation is correct.

# Assigning Monitors to your remote users

- Suppose you have a client who asks you to build an ecommerce website. It needs three agents:
  - } Two developers, one content writer and one graphic designer.



Client – Ecommerce Website



# Company Monitor Details

## New Company Monitor Details:

\* Required

### Account Details

First Name:  \*

Last Name:  \*

Email:  \*

Company: \*  ▼

Status:  Active  Inactive

Country: \*  ▼

Province:  ▼

### Password

Password:  \*

Confirm Password:  \*

### Contact Details

Telephone:

Fax:

### Miscellaneous

Mark as Deleted?:  Yes  No

Remote Users Monitored : Filter

List shows 8 of 8

#	Remote User	Office	Start Time
<input checked="" type="checkbox"/>	Barbara Insong	Philippines office - Manila	<input type="text"/>
<input type="checkbox"/>	danny sullivan	Pittsburgh Office	<input type="text"/>
<input checked="" type="checkbox"/>	Anthony Uy	Changsha Dev Center	<input type="text"/>
<input type="checkbox"/>	Remote_User Test	Philippines office - Manila	<input type="text"/>
<input type="checkbox"/>	Moo Moo	Hunan Dev Center	<input type="text"/>
<input type="checkbox"/>	Manuel Uy	Pittsburgh Office	<input type="text"/>
<input checked="" type="checkbox"/>	Lorelie Anne Dazo-Defensor	Pittsburgh Office	<input type="text"/>
<input checked="" type="checkbox"/>	Cheng Cheng	Changsha Dev Center	<input type="text"/>

1

You need two developers from Changsha Dev Center, One writer from Manila and one graphic designer from Pittsburgh.  
If start time is empty, it is set to the day you add this account.



# Company Monitor Details

## Company Monitor Details: Brigida Solar

### Account Details

**First Name:** Brigida  
**Last Name:** Solar  
**Email:** brigida@mailinator.com  
**Company:** Danny Sullivan Development  
**Status:** Active  
**Country:** United States  
**Province:** California  
**Registration Date:** December 31, 1969 19:00:00 pm  
**Last Login:** December 31, 1969 19:00:00 pm

### Contact Details

**Telephone:**  
**Fax:**

### Miscellaneous

**Mark as Deleted?:** No  
**Permission:** Company Monitor  
Can monitor all the remote users assigned to them  
**Last Login:**

### Remote Users Monitored:

List shows 4 of 4

#	Remote User	Office	Start Time
1	Barbara Insong	Philippines office - Manila	October 19, 2010
2	Anthony Uy	Changsha Dev Center	October 19, 2010
3	Lorelie Anne Dazo-Defensor	Pittsburgh Office	October 19, 2010
4	Cheng Cheng	Changsha Dev Center	October 19, 2010

1

Start time → dictates the starting time of users' data where monitor is allowed to view.

# Dashboard viewed by Company Administrator:

Company : Danny Sullivan Development

Server Timezone: (America/New\_York -04:00) Oct 19,2010 01:50:08

Company Monitor: Do not select company monitor Office: Pittsburgh Office Date: << 4th week of October, 2010 >> Refresh

## Pittsburgh Office - Remote User Summary

1:50:11

Daily Timesheet Filter by User

Sun 10/17	Mon 10/18	Tue 10/19	Wed 10/20	10/21	10/22	10/23
Lorelie Anne Dazo-Defensor - Today : Testing AG Timezone						
	02:24:56 Hours Worked	00:05:10 Hours Worked				
Last Login : Oct 19 01:37:08 am   Hours Worked Today : 00:05:10 (Idle: 00:00:00)   This Week: 02:30:07 (Idle: 00:19:21)   This Month: 02:30:07 (Idle: 00:19:21)						
Manuel Uy - Today : ---						
Last Login : Oct 15 03:11:35 am   Hours Worked Today : 0   This Week: 0   This Month: 00:32:00 (Idle: 00:00:00)						
Danny Sullivan - Today : ---						

All offices defined in this company is listed in the droplist.

Remote User Summary will only list remote users in the selected office.

# Filtering dashboard by company monitor

- If you want to view the remote users working for your client, you could do so by filtering the Company Monitor.
- This will reset the Office Droplist and Remote User Summary as seen on the video clip.

CLICK THIS CLIP TO PLAY  
MOVIE FILE





# AgentGuardian™

Hope this simple guide helped you understand how to manage your remote users better.