

Service Working Hours

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Purpose and when to use this record

Define a technician's normal weekday availability window for scheduling and dispatch.

At a glance

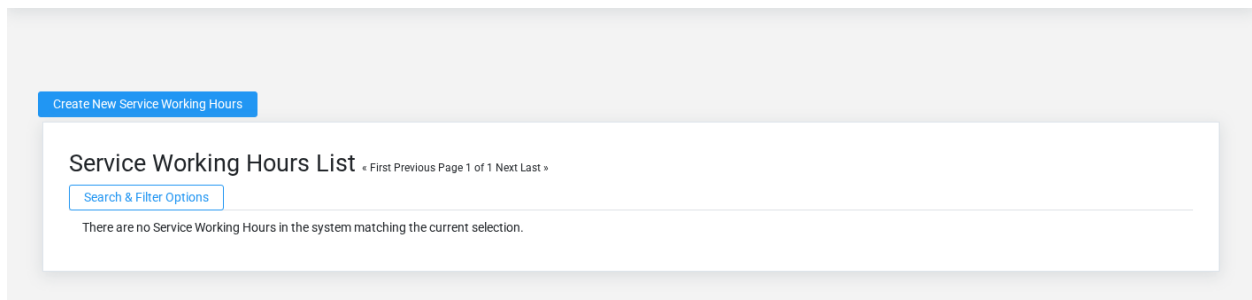
- **Identify it by:** **Technician**, **Weekday**, **Start Time**, and **End Time**.
- **Check its business context:** **Technician**.
- **Why care:** Customer, equipment, scope, priority, technician availability, parts, labor, and status must stay aligned from intake through billing.
- **Why care:** Availability and publication flags affect future use without erasing history. Prefer disabling an obsolete setup record when existing transactions still refer to it.

Before you begin

You need the Brisk permission for the action you are taking on service working hours. If a Create, Edit, or Delete control is absent, do not work around it with another user's account; ask an administrator to review your role.

Have valid **Technician** records ready first. Those selections determine where this Service Working Hours belongs and which later screens can find it.

Find and review service working hours



The Service Working Hours list screen in the Brisk documentation demo.

Use the Service Working Hours list to find the correct record before opening or changing it. Compare **Technician**, **Weekday**, **Start Time**, and **End Time**. Records with similar names or numbers can still belong to different **Technician**.

- Narrow the list with **Technician** filters.

Open the Service Working Hours whose **Technician**, **Weekday**, **Start Time**, and **End Time** match the task. If it is missing, clear the list filters and recheck **Technician**, **Weekday**, and **Available** rather than creating a replacement immediately.

Create a Service Working Hours

The Service Working Hours create screen in the Brisk documentation demo.

Create a Service Working Hours after searching for the person, organization, item, location, or resource under alternate names and identifiers. Merge or correct an existing master record instead of creating a duplicate.

1. Select the business context first: **Technician**.
2. Enter the required identifying and operational values: **Technician**, **Weekday**, **Start Time**, and **End Time**.
3. Review **Weekday**, and **Available** deliberately; these choices control availability or workflow rather than merely describing the record.
4. Save the Service Working Hours, then confirm **Technician**, **Weekday**, **Start Time**, **End Time**, and **Available** on its detail page before continuing.

After saving: Verify this Service Working Hours in the next transaction or assignment screen before staff build new activity on it; correct ownership, classification, and active state now rather than after transactions accumulate.

Delete a Service Working Hours

Delete this Service Working Hours only if it is an unused duplicate or setup mistake. Once other records refer to it, preserve that history and make the value inactive when the screen provides that option.

If the record is merely obsolete, use **Available** to remove it from future use while preserving existing references.

On the confirmation page, verify **Technician**, **Weekday**, **Start Time**, and **End Time**. After confirmation, return to the Service Working Hours list and make sure only the intended Service Working Hours was removed.

Review Service Working Hours details

Use the detail page as the shared record of what this Service Working Hours currently means. Verify **Weekday** before relying on it for a decision.

Follow **Technician** to determine whether the issue is on this Service Working Hours or on one of those linked records.

Next check: Verify this Service Working Hours in the next transaction or assignment screen before staff build new activity on it; correct ownership, classification, and active state now rather than after transactions accumulate.

Edit an existing Service Working Hours

Edit this Service Working Hours to keep the same real-world party, item, location, or resource accurate. Do not repurpose it for a different entity after activity is attached.

1. Open the detail page. Compare **Technician** with the supporting document or approved request.
2. Recheck **Weekday**. These values are most likely to change intake, estimating, dispatch, parts, labor, completion, and billing.
3. Save the change, return to the list, and confirm that the Service Working Hours now appears under the expected **Weekday**, and **Available**.

After the change: Verify this Service Working Hours in the next transaction or assignment screen before staff build new activity on it; correct ownership, classification, and active state now rather than after transactions accumulate.

Fields and business rules

Brisk stores 5 user-relevant fields for this Service Working Hours, including 1 linked-record selection and 1 controlled-choice field. Create and edit screens may hide calculated or workflow-managed values from this full reference.

Field	Required	What it controls
Technician	Yes	The technician associated with this service working hours.
Weekday	Yes	The weekday value recorded for this service working hours. Available values: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday.
Start Time	Yes	Time recorded for start time on this service working hours.
End Time	Yes	Time recorded for end time on this service working hours.
Available	No	Turn off to block the entire day without deleting the record.

What happens next

Verify this Service Working Hours in the next transaction or assignment screen before staff build new activity on it; correct ownership, classification, and active state now rather than after transactions accumulate.

Common mistakes and troubleshooting

- **The record will not save:** Recheck **Technician**, **Weekday**, **Start Time**, and **End Time** and any message beside the field. A required related record may also be inactive or unavailable to your role.
- **The record saved but is not available where expected:** Recheck **Weekday**, and **Available**, then clear the filters on the destination list. A saved record can still be inactive, unpublished, locked, unapproved, or in the wrong workflow state.
- **The values look right but the result is wrong:** Open **Technician** from the detail page. Correct the specific relationship that is wrong instead of forcing a total or status to

compensate for it.

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