

WorkTime[®] – a non-invasive employee performance monitoring

Employee handbook

www.worktime.com

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What is WorkTime

WorkTime is a **non-invasive** employee performance monitoring software that tracks key performance indicators (KPIs) without infringing on employee privacy. It collects only the data necessary to measure attendance, active time, productive time, time spent in online meetings, and internet activities. It does not record any content, video, or sound. All monitoring is conducted in the background, ensuring it does not interrupt work.

Monitored performance KPIs

KPI	How is it measured	Expectations
Attendance	Each employee has assigned working hours, and the attendance KPI is measured based on the number of hours employees spend using the company's computers.	Employees are expected to work during their designated working hours. Of course, it's not always possible to be at your computer 100% of the time. To address this, WorkTime offers an attendance goal, which your employer can set, for example, at 85% instead of 100%. In this case your attendance KPI is considered a good result if it exceeds 85%.
Arrival time	Each employee has designated working hours, and the arrival time KPI is measured by the time employees start using the company's computers.	Employees are expected to arrive at work on time. WorkTime allows employers to set a time interval during which arrival is considered "on time." For example, this interval could be 10 minutes. If your workday starts at 9:00 am, arriving between 8:50 am and 9:10 am is considered "on time." Arriving earlier is marked as "early," and arriving later is marked as "late."
Departure time	Each employee has designated working hours, and the departure time KPI is measured by the time	Employees are expected not to leave work early. WorkTime allows employers to set a time interval during

	employees finish using the company's computers.	which leaving is considered "on time". For example, this interval could be 10 minutes. If your workday finishes at 6:00 pm, leaving between 5:50 pm and 6:10 pm is considered "on time". Leaving earlier is marked as "early", and leaving later is marked as "late".
Overtime	Overtime KPI is measured based on employee working hours. Work performed before or after regular working hours, during lunch, on weekends, holidays, or arranged days off is considered overtime.	If the workload is well-balanced and employees are well-suited to their roles, overtime should not occur.
Active time	Active time KPI is measured based on the duration of active computer usage. A computer is considered actively used when there is keyboard, mouse, microphone, or video camera activity. Otherwise, the time is recorded as idle.	Being active 100% of the working time is not realistic, so WorkTime offers an active time goal that your employer can set, for example, at 80%. In this case, the active time KPI is considered a good result if it exceeds 80%
Productive time	Productive time KPI is measured based on the duration of productive computer usage. A computer is considered productively used when employees use only productive apps and websites. Otherwise, the time is recorded as unproductive.	Employees are expected to use only productive apps and websites during the designated working hours. WorkTime offers goal for productive time. Your employer can set this goal, for example, at 75%. In this case, the productive time KPI is considered a good result if it exceeds 75%.

Why is my employer using employee monitoring? An employer's perspective

Employers implement monitoring to ensure that the company's resources are being used for work-related purposes. They also want to verify that employees are being paid for productive work rather than time wasted.

Let us share a real-life example:

One of WorkTime's customers, a UK bank, had most of their customer support representatives working from home. Over the past year, management noticed a significant drop in employee availability and response times. They decided to implement WorkTime to investigate.

Guess what the employee active time KPI was? Was it 85%? No, less. 70%? Still less. 50%? Not even close. It was just 36-40% on average. Now consider this: you wouldn't accept 40% of your salary, right?

You wouldn't accept 40% of your salary. Your employer wouldn't accept 40% of working time.

After the management announced the implementation of employee monitoring, the active time KPI jumped to 85% within three days.

This is not an isolated case. Most of our customers report similar improvements, regardless of whether employees work from home or in the office. Try to see things from your employer's perspective—they aim to create a productive and fair workplace.



What is recorded

User system login name

WorkTime records user system login names, which are used to identify employees and count subscription seats.

Computer IP address

WorkTime records computer IP addresses, which are used to identify whether the computer is being used in-office or out-of-office.

Keyboard and mouse activity

WorkTime detects when the keyboard and mouse are being used to record this time as active. When the keyboard and mouse are not being used for 3 minutes (optional), this time is recorded as idle.

Application name

WorkTime records application names (optional) to monitor application usage. Applications can be marked as productive or unproductive (optional) to calculate employee productivity.

Website name

WorkTime records website domains and subdomains (optional) to monitor website usage. Websites can be marked as productive or unproductive (optional) to calculate employee productivity.

Screen areas %

WorkTime analyzes computer screens and records the percentage of screen space occupied by each application and website.

Computer name

WorkTime records computer names, which are used to identify the monitored computer.

System events

WorkTime records system events, like logins and logouts, sleep, etc.

Video camera and microphone activity

WorkTime detects when the video camera and microphone are being used to record this time as online meetings.

Window title

WorkTime records window titles (optional) to monitor document usage.

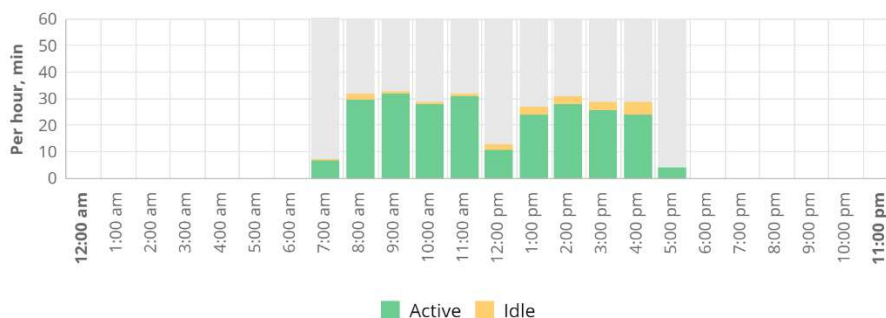
Duration of each activity

WorkTime records the duration of application and website usage, as well as the duration of keyboard, mouse, video camera, and microphone usage.

Applications/websites number

WorkTime records the number of applications and websites on the screen to calculate employee distraction level.

Active/idle per hour (average per employee/day)



What is NOT recorded

No keystrokes

WorkTime does NOT record keystroke content (it does not record what employees type).

No video

WorkTime does NOT record video (it does not record what is going on around computers).

No document, chat, email contents

WorkTime does NOT record the contents of documents, chats, emails.

No screenshots

WorkTime does NOT record screenshots (it does not record screen images).

No sound

WorkTime does NOT record sound (it does not record audio from microphones).

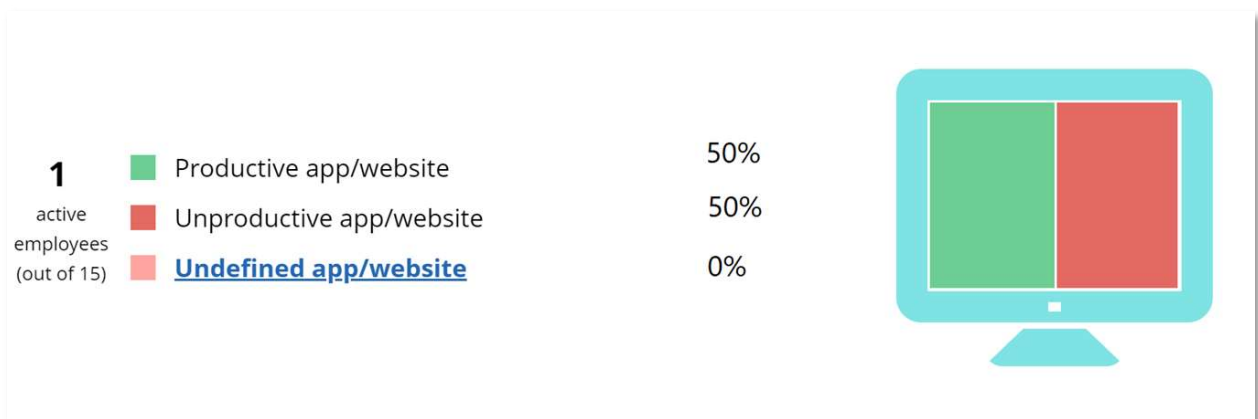
No passwords, webforms content

WorkTime does not record passwords. It does not record webforms content.

Your employer will know if you spend time on Facebook or amazon.com, but they won't see what you do there, what you read, or what you type.

A non-invasive replacement for screenshots

WorkTime analyzes computer screens without capturing screenshots. It identifies the percentage of the screen used for productive or unproductive activities and determines which apps or websites contribute to those percentages.



Jenny C.

XCTP-547

MSWord (1, 50% screen)

YouTube (1, 50% screen)

50%

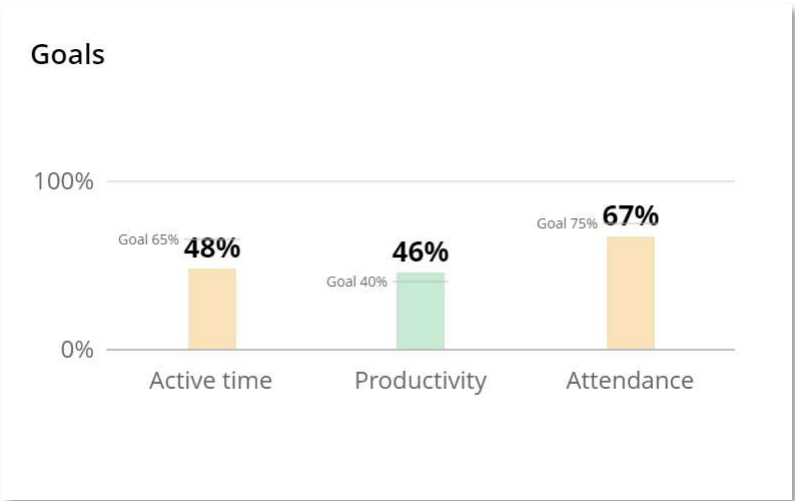
Goals: attendance, active time, productivity

Employees are expected to attend work during designated working hours and use computers for work-related purposes. However, as humans, it's unrealistic to be active and productive 100% of the time. To address this, WorkTime offers customizable goals for attendance, active time, and productivity.

Here's how these goals work, using the active time goal as an example:

If your working day is 8 hours and you actively use your computer for the full 8 hours, your active time would be 100%. However, an active time goal can be set at 80%. This means you're expected to actively use your computer for 80% of your working time, which is 6.4 hours in an 8-hour day.

Employers can adjust the active time goal to suit their specific needs and expectations, allowing flexibility and fairness.



How will WorkTime affect me?

If you're already a dedicated and loyal employee whose goals align with your employer's (and trust us, employers work hard to make their businesses successful, providing better services for their customers and creating job opportunities for you), your work environment is unlikely to be affected.

If you're an overloaded employee, your life may even improve, as WorkTime is an excellent tool for helping employers balance workloads.

If you're a distracted employee, WorkTime can help improve your working habits by offering recommendations, such as keeping the number of browser tabs low.

However, if you dislike your job or lack interest in contributing to the company's success, and your KPIs reflect this, your employer may address the situation with you. They'll likely have a conversation to understand what can be done to help you improve. You may be encouraged to enhance your work quality and dedication.

Attendance

Department	3/11	3/12	3/13	3/14	3/15	3/16	3/17	Result
OP	★	★	★	★	★			🏆
Accounting	★	★	★	★	★			🏆
Customer Service	★	★	★	★	★			🏆
IT	★	★	★	★	★			🏆
Sales	★	×	★	×	★			Improve
Tech support	×	★	★	×	★			Improve
Delivery	×	×	×	×	×			Improve

How will WorkTime affect my computer?

WorkTime is very lightweight and will not affect your computer's performance—you won't even notice it's there. Your employer can choose to set up WorkTime to run silently in the background, without displaying any messages, ensuring it doesn't interrupt your work. Alternatively, your employer might configure WorkTime to show a small screen, which will remain minimized in your system tray and will not disrupt your workflow.