

# Kronos Workforce Central Top Tips

## Manager Delegation



### The delegation challenge

When it's time to take that well-earned rest, managers must ensure their workforce management-related duties, such as dealing with timecard exceptions, approval of overtime, timecard approval, and timecard sign-off, etc., are delegated to an appropriate colleague.

Sometimes these tasks may be assumed by a higher-level manager who already has access rights in the system to view and manage the same people. Alternatively, special access may be granted to another manager, or member of the payroll or HR department. What must always be avoided, from a compliance, security, and a data auditing perspective, is the sharing of user log-in / sign-in details.

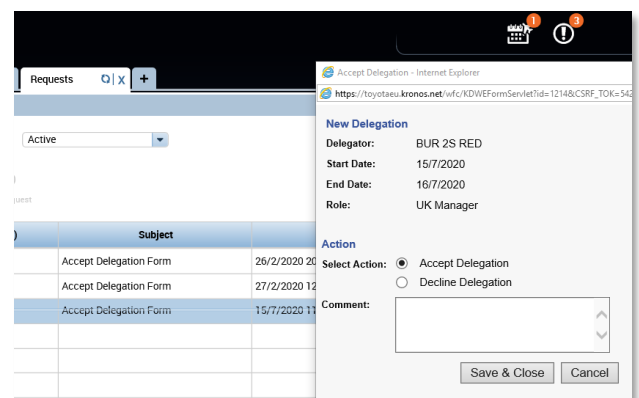
To ensure that workforce management delegation is managed correctly, Kronos Workforce Central (from WFC v6 onwards) has included a feature called 'Delegation'.

### Delegation functionality

The delegation feature allows a manager to choose from a list of colleagues, i.e. the person they wish to assume the duty of administrator for their employee timecards during a specified period. The manager delegating their duties can decide what rights to assign to the chosen person. This is done by assigning a 'role profile' which is a combination of a 'function access' and a 'display profile' at the time of the delegation.

The list from which they can choose will comprise colleagues who already have a Workforce Manager licence.

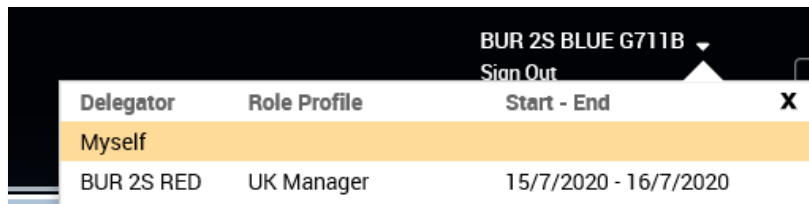
The manager in receipt of the delegation request will receive an alert in their Inbox and Requests icon. The chosen manager will either '**accept**' or '**decline**' the invitation, including as appropriate any supplementary notes in the comment box.





The delegating manager will receive a message stating whether the request has been accepted or declined.

Assuming the request has been accepted, when the delegation period starts, the receiving manager will see a new option in their profile tab (see image below). In addition to their default 'Myself' option, they will now have access to the new manager profile group.



(Screenshot taken from a Workforce Central v8.1.6 system using HTML)

When the period of delegation elapses, this additional option will automatically be removed. It should be noted that the delegating manager may choose to end the delegation at any time.

### How it works

Each manager is assigned a 'Delegate' profile on their people record in their access profiles tab, for example:



This is a list of people who have the rights to manage your employee timecards. These profiles are defined in 'common setup'.

The manager needs a 'process profile' which is defined on their person tab, for example:



When making a delegation request, the manager can specify a 'role' profile, as mentioned earlier. Normally two 'process' profiles are defined, one for managers and one for a delegation administrator.

The delegation administrator role has the power to end or create delegation requests on a manager's behalf. For example, manager A has delegated to manager B for a period of 2 weeks, however manager B falls sick. With their system access rights, the administrator can:

- End the delegation of manager A to manager B
- Find another manager to delegate responsibility for manager A's people
- And find a manager to delegate responsibility or manager B's people

The process for an administrator is the same, but they must firstly specify the manager on whose behalf they are acting.



## Set-up

Process profiles and templates need to be created directly on the Workforce Central server by the Kronos team. Role profiles can be created by the customer but are often created by Kronos. Delegate profiles will be defined by the customer's Kronos system administrator.

Note, it is possible to configure different 'process' and 'role' profiles, and to restrict the options available to a manager.

## Conclusion

What I have described here is considered the best practice method for dealing with timecards during a period of manager absence, unless another colleague already has access to the same people and can assume administration duties. As mentioned at the beginning, compliance must be maintained at all times, and this method ensures the correct processes and auditing are followed.

This feature has been available since Kronos Workforce Central version 6. Appearance of the functionality from Workforce Central version 8.1.6 onwards will differ from the screenshots included in this article. However, the process remains the same.

## Solution Consultant



### About the author

This article was written by David Dow in the Kronos EMEA Service Group.

David runs "master class" courses in workforce management and has been configuring Kronos workforce solutions since 2002, prior to which he worked with many other time and attendance products.

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