

Frequently asked questions

Practical answers for Operations, Workforce / HR, Fleet, Finance, Control Center, access and imports.



General

What is VOLENG?



VOLENG is a connected business workspace that brings Operations, Workforce / HR, Fleet, Finance and centralized administration into one platform.

General

Do I need every product?



No. Products can be activated according to workspace needs. Control Center remains the central administration area.

General

What is the product switcher?



The workspace switcher in the top bar lets an authorized user move between products without signing in again.

General

What is the Demo workspace?



The Demo workspace contains fictional data for training, screenshots and sales demonstrations. It is separated from production customer data.

General

Does VOLENG support dark mode?



Yes. The workspace supports light and dark visual themes as a personal interface preference.

Operations

What is the recommended start of the day?



Open Operations Home, review unplanned and overdue work, check Capacity and workforce availability, then open Planning.

Operations**What is an unplanned order?**

An unplanned order exists in the order register but does not yet have a confirmed planning slot or assignment.

Operations**How do I import orders?**

Open Orders and choose Import. Review the detected columns and rows that need attention, then confirm the import.

Operations**What does Capacity show?**

Capacity compares available workforce capacity with planned workload and highlights utilization and risk across week, month and year views.

Operations**Why use To Do?**

To Do centralizes operational exceptions and follow-up items so dispatch can work from one actionable queue.

Operations**What is Field used for?**

Field gives office users a live view of technician execution such as travelling, on-site and completion states.

Workforce / HR**Where do I create an employee?**

Open Workforce / HR > People and use the Add person action.

Workforce / HR**What is the difference between People and Users & Roles?**

People stores workforce and employment records. Users & Roles in Control Center manages application access and permissions.

Workforce / HR**How do absences affect Operations?**

Approved availability exceptions can be used by Capacity and Planning so dispatch can avoid assigning unavailable workers.

Workforce / HR**What happens when a certificate is expiring?**

Training & Certificates highlights expiring or expired records so HR can follow up before operational eligibility is affected.

Workforce / HR**What is Payroll in VOLENG?**

Payroll prepares approved work-time information for payroll processing or export; it does not replace every external payroll provider.

Workforce / HR**Can I search employees by role or skill?**

Yes. People supports search and contextual filters so you can narrow the workforce register.

Fleet**Can Fleet manage more than vehicles?**

Yes. The asset register can also contain devices, tools and safety equipment where appropriate.

Fleet**How do Assignments work?**

Assignments link vehicles or other assets to employees and make responsibility visible from a single register.

Fleet**How do I track maintenance?**

Open Maintenance, add the service item, select the asset and date, and follow the item until it is completed.

Fleet**Where do I store insurance or inspection documents?**

Use Fleet > Documents to track document type, validity and the related vehicle or asset.

Fleet**Can a vehicle be reserved?**

Yes. Reservations can be used to plan vehicle use and avoid conflicting bookings.

Finance**How do invoice KPI cards work?**

The KPI cards are interactive pivots. Selecting Invoices, Payments received, Open balance or Overdue balance filters the register below.

Finance**Where do invoice customers come from?**

Customer master data is maintained in Finance > Customers and is reused by invoice workflows.

Finance**How do I record a payment?**

Open Payments and use the add action to record the customer, invoice reference, amount, date and payment method.

Finance**What is an overdue balance?**

It is an unpaid amount whose due date has passed according to the invoice data.

Finance**Can I register company expenses?**

Yes. Finance > Expenses stores expense records by category, supplier, amount, date and status.

Control Center**Why are settings centralized in Control Center?**

Centralization avoids duplicated settings in every product and gives administrators one predictable place to manage the workspace.

Control Center**Where are product settings?**

Open Control Center > Product Settings and select the product you want to administer.

Control Center**Where are Apps & Add-ons?**

Apps & Add-ons are managed centrally in Control Center rather than repeated inside every product.

Control Center**Where are Connections managed?**

All cross-product and external connections are managed from Control Center > Connections.

Control Center**Where are reports?**

Central reporting is available in Control Center > Analytics & Reports.

Control Center**What is Audit?**

Audit provides a history of recorded workspace changes, users and timestamps for administration and follow-up.

Access & Security**Why can another user see fewer menus than I do?**

VOLENG uses role and permission controls. Visible navigation and actions depend on the user's assigned access.

Access & Security**Should everyone be an administrator?**

No. Give users only the access required for their role and keep administrative permissions limited.

Data & Import**Can I test imports with demo data first?**

Yes. Use the safe Demo workspace for training and screenshots before importing production data.

Data & Import**What should I verify before a bulk import?**

Check required columns, date formats, unique references, customer mapping and rows flagged for review.

Academy**Can I open the exact lesson screen in the demo?**

Yes. Every Academy lesson includes a direct Demo link to the corresponding product and page.

Academy**Do I need to upload new screenshots for Academy?**

No. Academy screenshots can be regenerated from the safe Demo workspace whenever the UI changes.