

HUMAN RESOURCES

SHIFTS

Setting up a shift is important for:

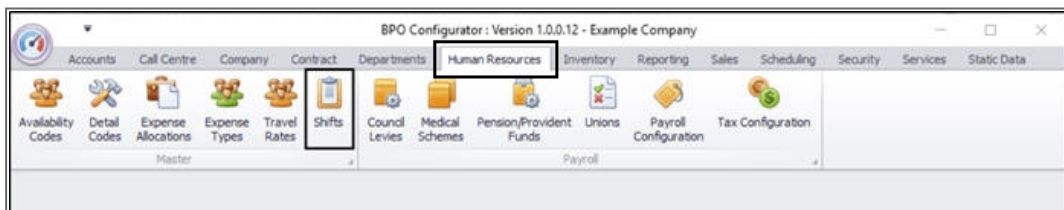
- [Workload scheduling](#) and
- [SLA Monitoring](#)

One **Normal Work Week** shift is required for technicians and SLA monitoring.

Additional shifts can be added for customers that have different trading hours, and then linked to the relevant customer(s).

Normally, shifts will have **7** days (for a standard week).

Ribbon Access: *Configurator > Human Resources > Shifts*



The **Shift Configuration** screen will be displayed.

VIEW CURRENT SHIFTS

Here you can view the **Shift Selection** data grid which contains a list of all the **shift types** currently on the system.

ADD SHIFT

- Click in any of the editable text boxes in the **final row** of this data grid to 'activate' it.

Shift Configuration - BPO Configurator: Version 1.0.0.12 - Example Company

Home Accounts Call Centre Company Contract Departments Human Resources Inventory Reporting Sales Scheduling Security Services Static Data

Save Layout Workspaces Save Filter Refresh

Format Cur...

Shift Selection

ShiftName	ShiftDescription	ShiftManager	ShiftDays	Status
<input type="checkbox"/>	Normal Week	Normal Work Week	Shift Manager	7 A
<input type="checkbox"/>	Long Week	Long Work Week	James Jones	7 A
<input type="checkbox"/>	Weekend	Weekend Shift	Mark Jones	7 A
<input type="checkbox"/>				

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- You can now enter the new shift selection details.
 - **Shift Name:** Type in the *name* of this new shift type.
 - **Shift Description:** Type in the *description* of this new shift type.
 - **Shift Manager:** Type in the *name* of the shift manager.
 - **Shift Days:** This will auto populate with **7**.
 - **Status:** This will auto populate with **A** - Active.

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<input type="checkbox"/> Weekend	Weekend Shift	Mark Jones		7 A
<input type="checkbox"/>				

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SAVE SHIFT

- Press **Tab** or **Enter** on your keyboard.
- An **Update** message box will pop up asking:
 - ***Are you sure you want to save changes to this Shift?***
- Click on **Yes**.

The screenshot shows the 'Shift Configuration - BPO Configurator' application window. The title bar indicates 'Version 1.0.0.12 - Example Company'. The menu bar includes: Home, Accounts, Call Centre, Company, Contract, Departments, Human Resources, Inventory, Reporting, Sales, Scheduling, Security, Services, and Static Data. The toolbar contains icons for Save Layout, Workspaces, Save Filter, and Refresh. Below the toolbar is a 'Shift Selection' table.

ShiftName	ShiftDescription	ShiftManager	ShiftDays	Status
<input type="checkbox"/> Normal Week	Normal Work Week	Shift Manager	7 A	
<input type="checkbox"/> Long Week	Long Work Week	James Jones	7 A	
<input type="checkbox"/> Weekend	Weekend Shift	Mark Jones	7 A	
<input checked="" type="checkbox"/> Full Work Week ...	Full Week Monday to Sunday	Belinda Sharnan	7 A	

An 'Update' dialog box is displayed in the foreground, asking: 'Are you sure you want to save changes to this Shift?'. The dialog has three buttons: 'Yes', 'No', and 'Cancel'. The 'Yes' button is highlighted with a black border.

At the bottom of the application window, there is a status bar with 'Open Windows' on the left and '08 May 2018' on the right.

- The new shift details will be ***saved*** and a ***new row*** will be created in the Shift Selection data grid.

ADD SHIFT DETAILS

- Click on the ***expand*** button in front of the ***new*** Shift Selection.

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Save Layout Workspaces Save Filter Refresh

Format Cur...

Shift Selection

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<input type="checkbox"/>	Long Week	Long Work Week	James Jones	7 A
<input type="checkbox"/>	Weekend	Weekend Shift	Mark Jones	7 A
<input checked="" type="checkbox"/>	Full Work Week ...	Full Week Monday to Sunday	Belinda Sharman	7 A

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- The ***Shift Details*** frame will be expanded.
- The columns have been set up to include:
 - **Shift Day Number** (un-editable),
 - **Shift Start Time** ,
 - **Shift End Time** ,
 - **Shift Unavailable Time** and
 - **Status** (un-editable).
- You can ***change*** the information in the ***editable*** fields to fulfil the ***new shift*** selection requirements.

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Save Layout Workspaces Save Filter Refresh

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Long Week	Long Work Week	James Jones	7 A	
Weekend	Weekend Shift	Mark Jones	7 A	
Full Work Week ...	Full Week Monday to Sunday	Belinda Sharman	7 A	

Shift Details

ShiftDayNumber	ShiftStartTime	ShiftEndTime	ShiftUnavailableTime	Status
1	08:00:00	17:00:00		1.00 A
2	08:00:00	17:00:00		1.00 A
3	08:00:00	17:00:00		1.00 A
4	08:00:00	17:00:00		1.00 A
5	08:00:00	17:00:00		1.00 A
6	00:00:00	00:00:00		0.00 A
7	00:00:00	00:00:00		0.00 A

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- As we are creating a **Full Work Week** (Monday to Sunday), then Shift Day **6** (Saturday) and **7** (Sunday) will need to be edited as the data grid auto populates these fields with **0** working hours.
 - **Shift Day Number:** This is static and *un-editable*.
 - **Shift Start Time:** Type in the *start time* for this shift.
 - **Shift End Time:** Type in the *end time* for this shift.
 - **Shift Unavailable Time:** Type in the *unavailable time* that this shift allows (e.g. lunch break).
 - **Status:** This is static and *un-editable*.

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Save Layout Workspaces Save Filter Refresh

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<input checked="" type="checkbox"/> Full Work Week ...	Full Week Monday to Sunday	Beinda Sharman	7 A	

Shift Details

ShiftDayNumber	ShiftStartTime	ShiftEndTime	ShiftUnavailableTime	Status
1	08:00:00	17:00:00		1.00 A
2	08:00:00	17:00:00		1.00 A
3	08:00:00	17:00:00		1.00 A
4	08:00:00	17:00:00		1.00 A
5	08:00:00	17:00:00		1.00 A
6	00:00:00	00:00:00		0.00 A
7	00:00:00	00:00:00		0.00 A

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SAVE SHIFT DETAILS

- When you have finished editing the shift details, press **Tab** or **Enter** on your keyboard.
- An **Update** message box will appear asking;
 - **Are you sure you want to save these changes to this shift detail.**
- Click on **Yes**.

Shift Configuration - BPO Configurator: Version 1.0.0.12 - Example Company

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Save Layout Workspaces Save Filter Refresh

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<input checked="" type="checkbox"/> Full Work ...	Full Week Monday to ...	Belinda Sharman	7 A	

Shift Details

ShiftDayNumber	ShiftStartTime	ShiftEndTime	ShiftUnavailableTime	Status
1	08:00:00	17:00:00		1.00 A
2	08:00:00	17:00:00		1.00 A
3	08:00:00	17:00:00		1.00 A
4	08:00:00	17:00:00		1.00 A
5	08:00:00	17:00:00		1.00 A
6	08:00:00	17:00:00		1.00 A
7	08:00:00	16:00:00		1.00 A

Update

Are you sure you want to save these changes to this shift detail?

Yes No Cancel

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- Your shift details will be ***saved*** and the data grid will automatically close.
- You can ***view*** the new shift in the ***Shift Selection*** data grid.

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