

We are currently updating our site; thank you for your patience.

HUMAN RESOURCES

SHIFTS

Setting up a shift is important for:

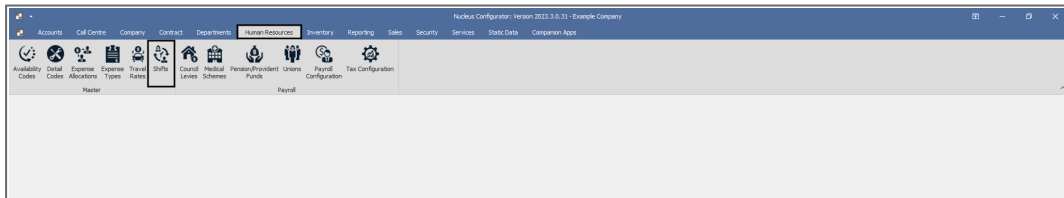
- [Workload scheduling](#) and
- [SLA Monitoring](#)

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



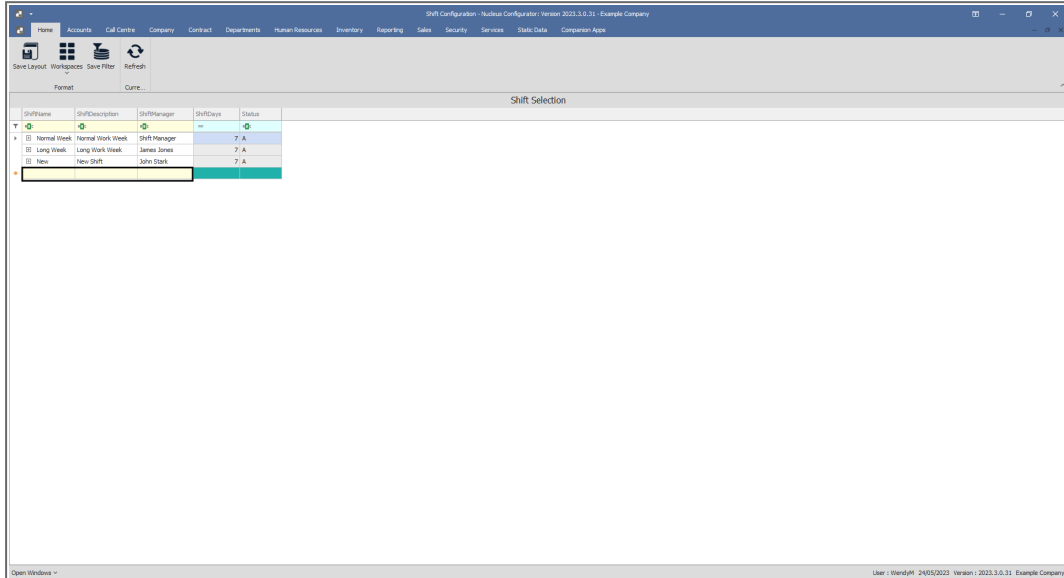
The **Shift Configuration** screen will be displayed.

VIEW CURRENT SHIFTS

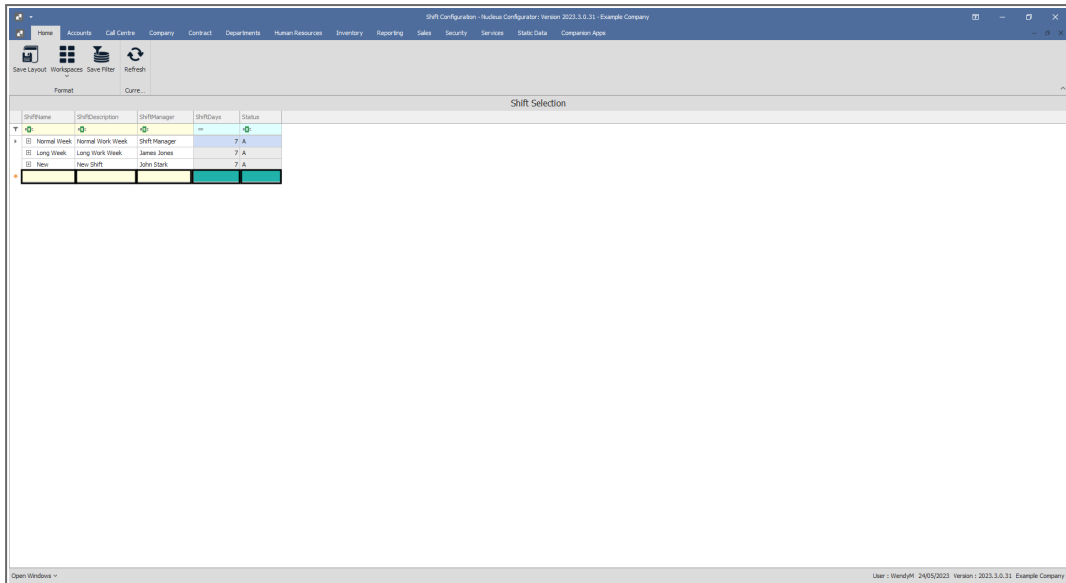
Here you can view the **Shift Selection** data grid which contains a list of all the **shift types** currently on the system.

ADD SHIFT

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

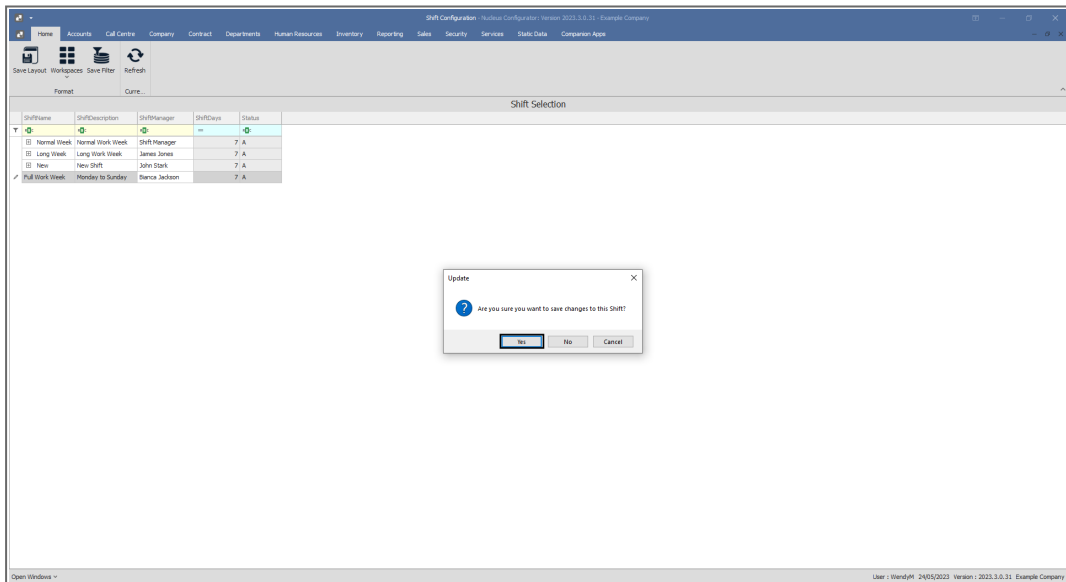


- You can now enter the new shift selection details.
 - **Shift Name:** Type in the **name** of this new shift type.
 - **Shift Description:** Type in the **description** of this new shift type.
 - **Shift Manager:** Type in the **name** of the shift manager.
 - **Shift Days:** This will auto populate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



SAVE SHIFT

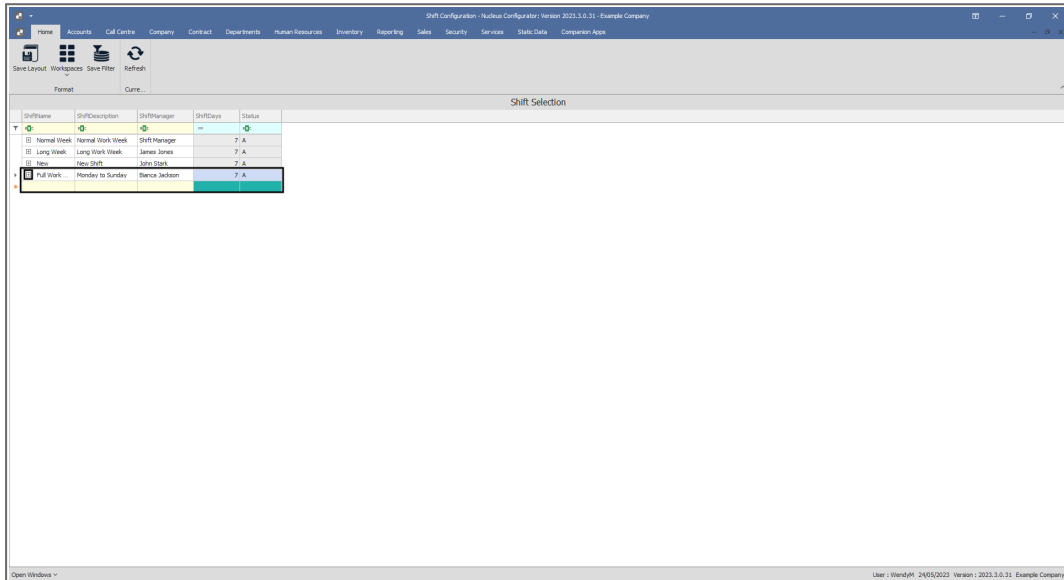
- Press **Tab** or **Enter** on your keyboard.
- An **Update** message box will pop up asking:
 - **Are you sure you want to save changes to this Shift?**
- Click on **Yes**.



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

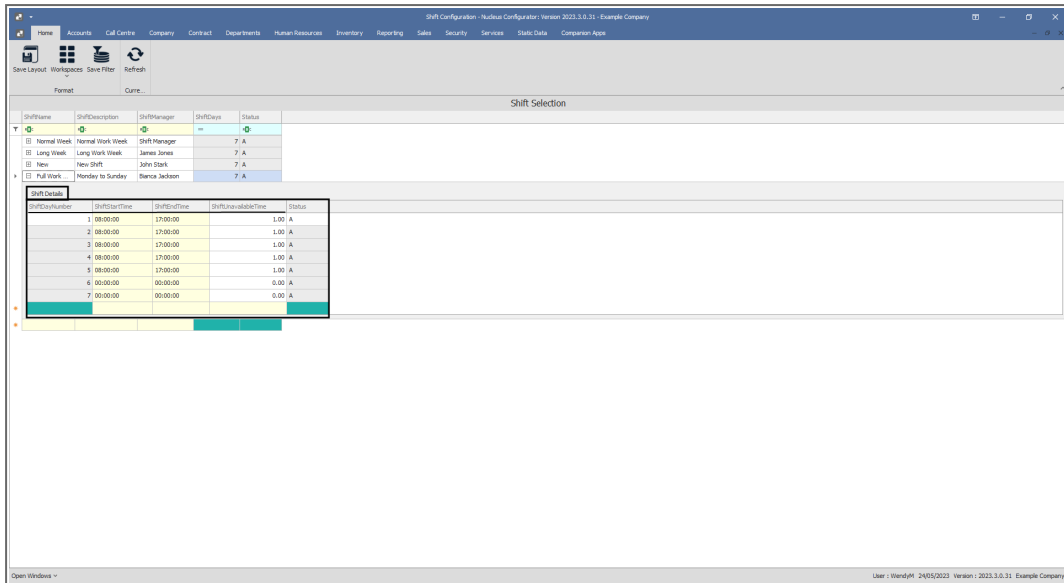
ADD SHIFT DETAILS

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

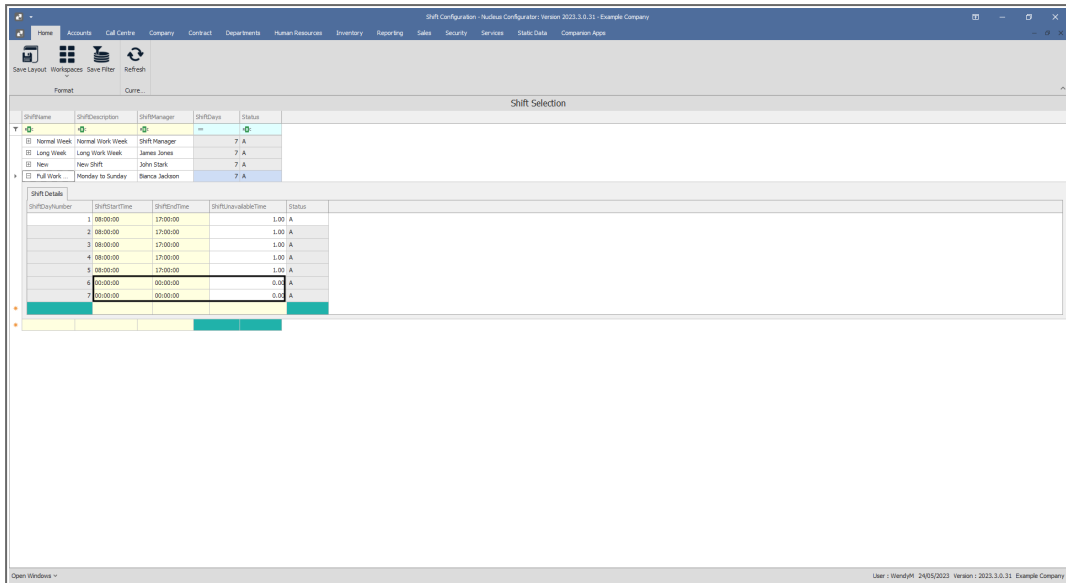


ShiftName	ShiftDescription	ShiftManager	ShiftDays	Status
Normal Week	Normal Work Week	Shift Manager	7 A	
Long Week	Long Work Week	Janice Jones	7 A	
New	New Shift	John Stark	7 A	
Full work	Monday to Sunday	Bence Jackson	7 A	

- 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.

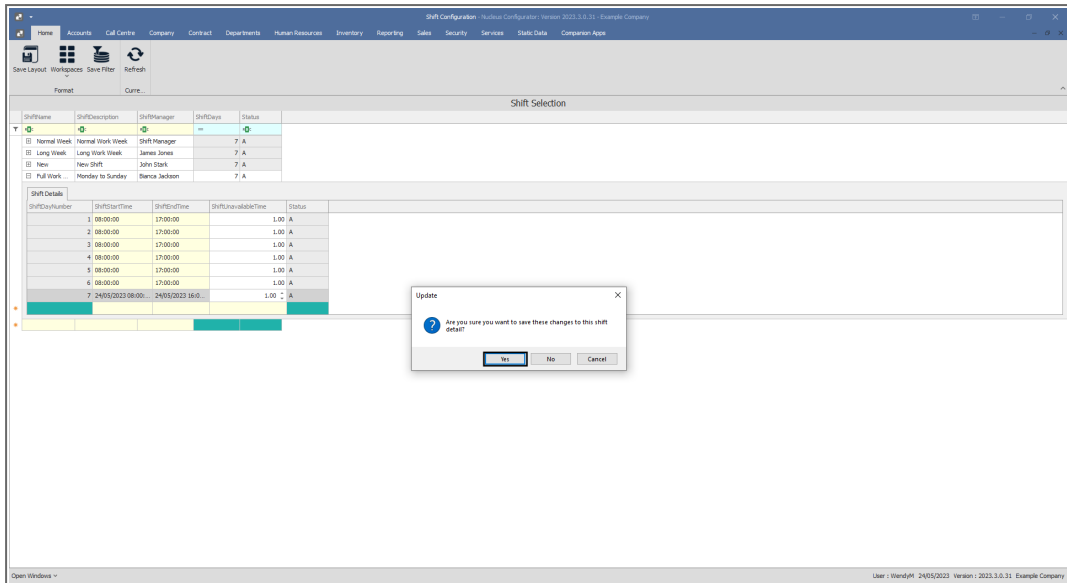


- As we are creating a **Full Work Week** (Monday to Sunday), then Shift Day **6** (Saturday) and **7** (Sunday) will need to be edited as the data grid auto populates these fields with **0** working hours.
 - **Shift Day Number:** This is static and **un-editable**.
 - **Shift Start Time:** Type in 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**.

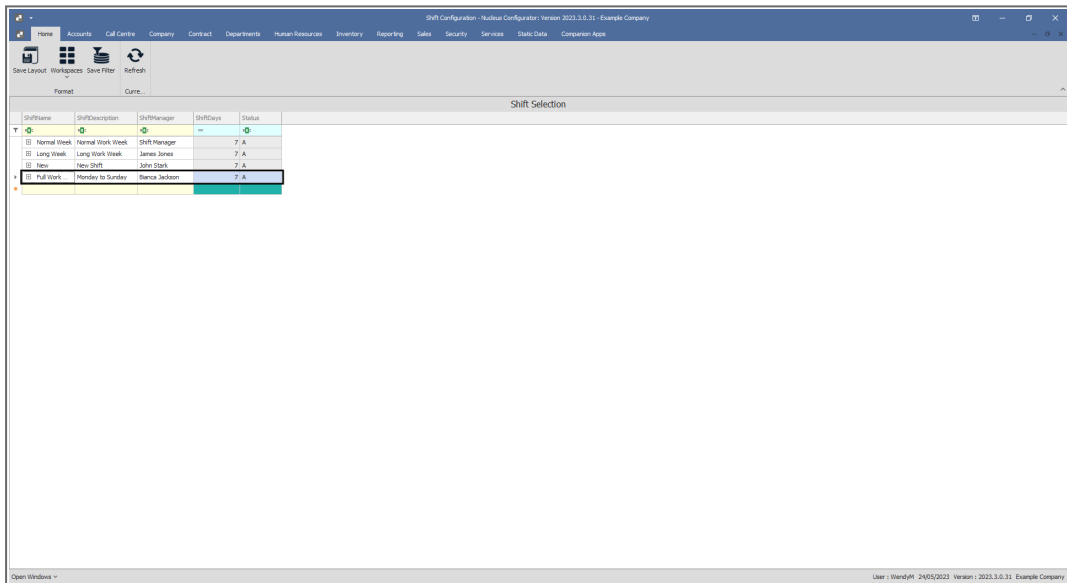


SAVE SHIFT DETAILS

- 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**.



- 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.

Shift Configuration - Nucleus Configurator, Version 2023.3.0.31 - Example Company

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

Save Layout Homepages Save Filter Refresh

Format Curr: Shift Selection

ShiftName	ShiftDescription	ShiftManager	ShiftDays	Status
Normal Week	Normal Work Week	Shift Manager	7 A	
Long Week	Long Work Week	James Jones	7 A	
New	New Shift	John Stark	7 A	
Full Work	Monday to Sunday	Bence Jackson	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

Open Windows

User: Wend/M 24/05/2023 Version: 2023.3.0.31 Example Company

BPO.MNU.107