

13. Shift Roaster

User can manage shift list (shifts). Shift list is highlighted by default. User can add, edit and delete the shift.

Note: User can't edit that shift when the shift assigned to agent.

Shift Name	Shift Start	Shift End	Status	
TEST EVENING SHIFT	14:00	23:00	<input checked="" type="checkbox"/>	Edit Delete
TEST DAY SHIFT	09:00	18:00	<input checked="" type="checkbox"/>	Edit Delete
TEST.JULY	13:00	21:00	<input checked="" type="checkbox"/>	Edit Delete
TEST SIRI MORNING SHIFT	07:30	14:30	<input checked="" type="checkbox"/>	Edit Delete
MORNING SHIFT DIVI2	13:00	19:00	<input checked="" type="checkbox"/>	Edit Delete
DAY SHIFT DIVI2	08:00	14:00	<input checked="" type="checkbox"/>	Edit Delete
TEST SANJAY DAY	08:30	17:30	<input checked="" type="checkbox"/>	Edit Delete
DAY SHIFT DIVI	13:00	19:00	<input checked="" type="checkbox"/>	Edit Delete

Click on “add” button to create a new shift following page will be display.

New Shift

Shift Name* 1
DAY SHIFT DIVI3

General Work Hours 2
08:00 to 23:59

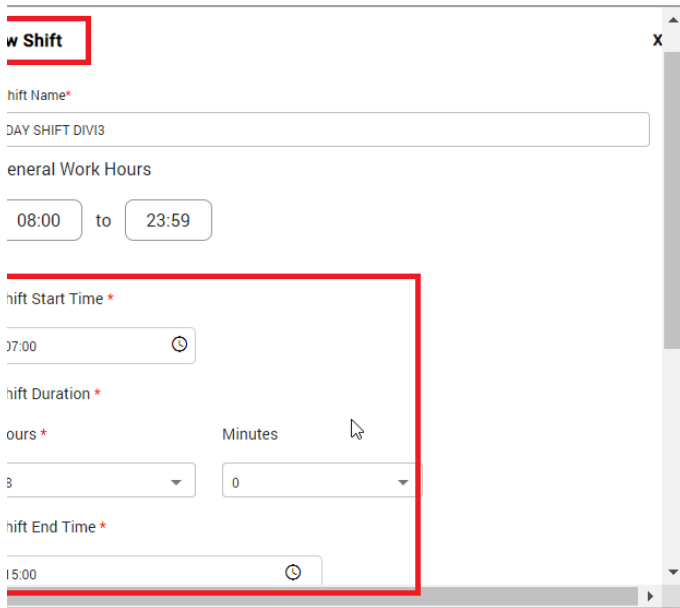
Shift Start Time* 3
Choose start time

Shift Duration*
Hours* Minutes
Select Select

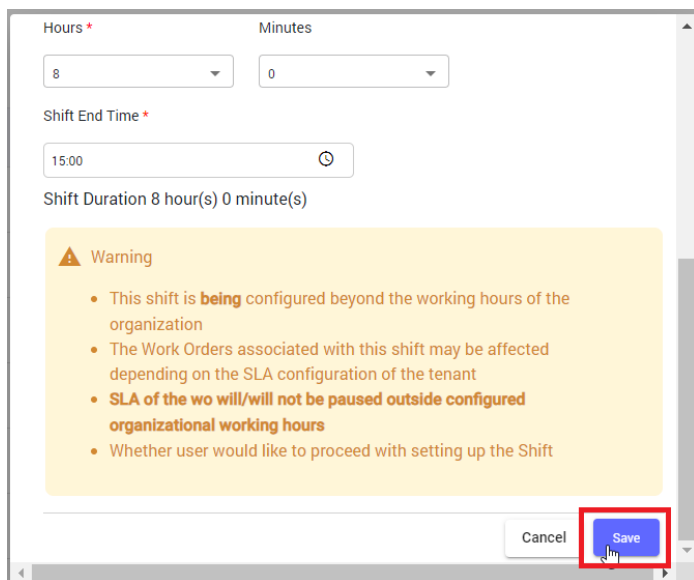
Shift End Time*

1. Provide shift name.
2. Here, “General working hours” are predefined.

3. User should specify the “Shift Start Time” and “Shift Duration”, then the “Shift End Time” will be automatically displayed based on these parameters as shown by the below screenshots.



The screenshot shows a 'New Shift' form. The 'Shift Name' field is at the top, followed by a dropdown menu showing 'DAY SHIFT DIV13'. Below this is the 'General Work Hours' section with a range from '08:00' to '23:59'. The 'Shift Start Time' field is set to '07:00' and is highlighted with a red box. The 'Shift Duration' field is set to '3' hours and '0' minutes, also highlighted with a red box. The 'Shift End Time' field is set to '15:00'.



The screenshot shows the 'Shift Duration' section. The 'Hours' field is set to '8' and the 'Minutes' field is set to '0'. The 'Shift End Time' field is set to '15:00'. Below these fields is a warning message: 'Warning: This shift is being configured beyond the working hours of the organization. The Work Orders associated with this shift may be affected depending on the SLA configuration of the tenant. SLA of the wo will/will not be paused outside configured organizational working hours. Whether user would like to proceed with setting up the Shift'. At the bottom right, the 'Save' button is highlighted with a red box.

The “save” button will only be enabled once all mandatory fields have been completed.

Click on “save”, a confirmation message “Shift successfully created” will be displayed and the newly created shift will be display in the first row of shift list.

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Shift Roster

Shift List

+ Add

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Search

	Shift Name	Shift Start	Shift End	Status	3	4
	DAY SHIFT DIVI3	07:00	15:00	2		
	TEST EVENING SHIFT	14:00	23:00			
	TEST DAY SHIFT	09:00	18:00			
	TEST JULY	13:00	21:00			
	TEST SIRI MORNING SHIFT	07:30	14:30			
	MORNING SHIFT DIVI2	13:00	19:00			
	DAY SHIFT DIVI2	08:00	14:00			
	TEST SANJAY DAY	08:30	17:30			

Success
Shift Created successfully

1. Search bar: to search for a shift by its name.
2. Status: By default, shift status is enabled. User have the option to enable or disable the status as needed.
3. Edit: To edit the shift.
- Note**: we can't edit shift, if the shift is already assigned to an agent.
4. Delete: To delete the shift.