

# 7.3. New Roster

## Left Menu -> Rosters -> New Roster:

By using this feature, we can create a new roster and assign a single shift to one or more users/agent.

The screenshot shows the 'New Roster' form in the asseto system. The left sidebar menu has 'Rosters' and 'New Roster' highlighted with a red box. The main form area has 'Shift Details' highlighted with a red box. The form includes the following fields and options:

- Shift Name: DAY SHIFT DIVIS
- Shift Start Time: 07:00
- Shift End Time: 15:00
- Start Date: 02/08/2024
- End Date: 29/11/2024
- Is break applicable:
- Include Week Days:
- Include Week Offs:
- Notes: DAY SHIFT

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

The screenshot shows the 'New Roster' form in the asseto system, focusing on the 'Assign' section. The 'Shift User List' dropdown is set to 'Select'. Two users are listed: 'case owner divi divi all' and 'divi new jang'. A yellow warning box is displayed, stating that the shift is configured beyond working hours and may affect work orders. The 'Save' button is highlighted with a red box.

**Warning**

- This shift is has been 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 not be paused outside configured organizational working hours
- Whether user would like to proceed with setting up the Shift

Click on “save”, a confirmation message “Shift Roster created successfully” will be displayed and the system navigates to dashboard page.

The newly created shift roaster will be displayed on the roster dashboard.

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