

# 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.

asseto

Shift < New Roster

### New Roster

#### Shift Details

Shift Name \*  
DAY SHIFT DIV13

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.

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Shift < New Roster

☐ Include Week Offs

Notes  
DAY SHIFT

#### Assign \*

Shift User List

Select

case owner divi divi all

divi new jang

**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

Cancel Save

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

