





# Coverage

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## About Coverage Hours

Coverage Hours are the hours of operation for each property. Coverage Hours are used in conjunction with the Work Order Routing and Escalation features and controls when and if engineers receive work orders in the field.

Routing uses Coverage Hours to determine request assignment based on the time the request is required. The Escalation feature uses Coverage Hours to determine when to start and stop accumulating escalation time. Some reports list response time in Coverage Hours.

## Shifts

Shifts determine the Coverage Hours. Coverage Hours can be comprised of multiple Shifts to facilitate management of properties with more than one shift in operation. For example, a common scenario is for a property to provide service for one shift on weekdays, and for a second shift on weekends. Any number of shifts can be set up in order to best manage requests for each property.

### Notes:

- Shifts cannot overlap.
- Work orders can be routed differently for each shift.
- Shifts cannot cross midnight. In such cases, create 2 shifts. For example, a property runs from 8:00am to 1:00am. Create a shift from 8:00am to 12:00am, and a shift from 12:00am to 1:00am.

## Regular Hours and After-Hours

All hours accounted for in the shifts that are set up are considered to be "Regular Hours." Remaining hours of the day that are not covered by shifts are considered to be "After Hours". Work Order Routing can be defined for After Hours.

If Work Order Routing is not defined for After Hours, requests received during that time will simply appear on the Outstanding list to be processed manually.

## 24-Hour Days

A Shift can be 24 hours a day by selecting the **24 hr** checkbox when setting up or editing the Shift information.

## Property is Closed

If the property is closed for a day, indicate this by leaving the **Begin** and **End** fields blank as well as making sure the **24 hr** checkbox is **not** selected. The system will interpret this as property being closed for that day.

## Holidays

If the property will be closed for a holiday or any other day, temporarily change the Regular Hours entries to accommodate this. On the Coverage Hours Settings screen, simply delete any entries for that day and make sure the **24 hr** checkbox is not selected. Be sure to change the Regular Hours back to the correct configuration after the holiday has passed.