

Requests Made After Hours

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If a work order has been entered outside of regular hours (i.e. the request was entered after hours) and no after hours dispatch recipient has been selected, as defined in [Work Order Routing](#), the system will dispatch the work order at the start of the next available shift.

For example, consider a new request submitted on Friday at 6:00 p.m., during which no staff members are available to receive work, as defined in [Work Order Routing](#). Suppose that the next shift during which a staff member is available to receive work is Monday between 6:00 a.m. and 12:00 p.m. The request will then be auto-routed on Monday at 6:00 a.m.

For additional details, please refer to the [Setting Up Shifts](#), [Editing Shifts](#), and [Deleting Shifts](#).