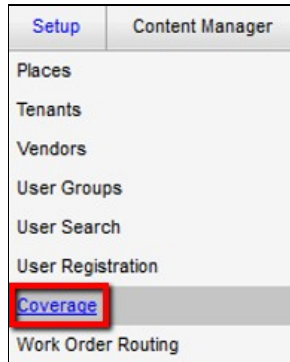


Setting Up Shifts

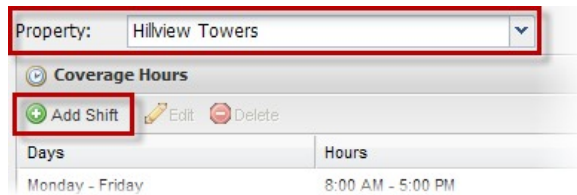
[Control Panel](#) > [Setup](#) > [Coverage](#)

Setting Up Shifts:

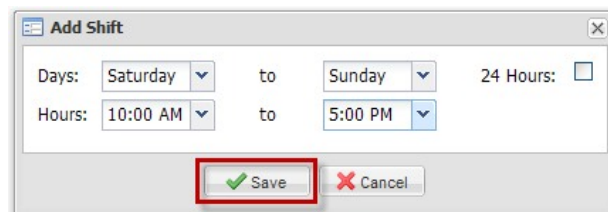
1. Go to **Control Panel > Setup > Coverage**.



2. Click on the **Property** field and select the desired property from the drop-down menu. The **Shifts** screen is updated to display all shifts associated with the property you have selected; if you have not set up any shifts yet, this list will be empty.
3. Click on the **Add Shift** button.



4. A pop-up window will open, allowing you to configure the new shift.
5. Use the **Days** drop-down lists to select the days that the shift covers.
6. Use the **Hours** drop-down lists to select the start and end time for the specified days. If this is a 24-hour shift, click the **24 Hours** checkbox instead.
7. Click on **Save** to save the shift.



Note:

- Dispatching only occurs during coverage hours.
- Requests dispatched after hours will appear in the [Outstanding List](#) unless after hours routing is setup in [Work Order Routing](#).
- Change for statutory holidays.

- [Escalation](#) only occurs during coverage hours.
 - Hours are determined by shifts.
 - Shifts cannot overlap.
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