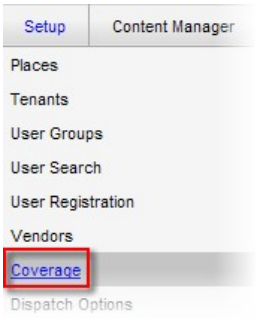
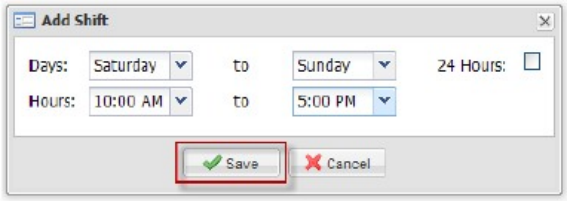
Setting Up Shifts

1. Click Control Panel > Setup > Coverage



2. 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 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 **Save** to save the shift.



Notes:

- Dispatching only occurs during coverage hours.
- Requests dispatched in off hours will appear on the Outstanding list unless after hours routing is required.
- Change for statutory holidays.
- Escalation only occurs during coverage hours.
- Hours are determined by shifts.
- Shifts cannot overlap.