Request a shift swap or day off swap

Swaps can be for either same day or day off swaps. All swaps must have the same amount of paid working hours.

1. When logged in to the schedule screen on the agent portal, if shift swapping is enabled you will see the words **'Swap'** to the right of screen. Click **Swap**

2. The system will automatically qualify other employees that you could swap with based on your skills and the hours you work. There are 2 buttons for if you want to request a same day swap or if you want to complete a day off swap You will see a pop up as below.

3. Click on the **Request** button for the agent that you would like to swap with. A brief **Shift Swap Requested'** will appear at the top right of screen.

4. The day you requested will now say **'View'** instead of **'Swap'**. You can click on this to see the status of the request. You can also cancel the request too.