

Shift Swap Management

- From **Request Management** click on **SHIFT SWAP AUTHORISATION**.
- A screen similar to below will be displayed.
- You will see swap requests made by agent. Information is as follows
 - Shift Date – The date or dates the shift swap / day off swap is for.
 - Agents – The names of the agents involved in the swap request.
 - Agent Skills – The Skills of the agents.
 - Current Shifts – The shifts the agents have **now**.
 - Proposed Shifts – What the result of the swap would be.
- To allow the swap, click on the **tick**, to deny, click on the **cross**.