Schedule swaps and time off

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Reader group: All agents

In a live knowledge base, only signed-in Hootline agents would see this page. It's public in this demo so you can explore.

You want to	How	Notice needed
Swap a shift	Post it in the workforce app; a colleague on the same client accepts; your team lead approves	48 hours
Request time off	Workforce app > Time off	2 weeks; 4 weeks for December
Call in sick	Call the attendance line, (555) 014-4490	At least 2 hours before your shift
Leave early	Ask your team lead	As soon as you know

Blackout dates are posted each quarter. For Crunchbox, the weeks before Thanksgiving and New Year are blackout weeks.