Breaks and lunches

Last Modified on 11/23/2026 1:42 pm EST

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.

Shift length	Paid breaks	Unpaid lunch
Up to 6 hours	One 15-minute break	None
6 to 8 hours	Two 15-minute breaks	30 minutes
More than 8 hours	Three 15-minute breaks	30 minutes

Take breaks at your scheduled time, using the **Break** status. If you're on a call, start your break as soon as it ends.