

How to configure the working/shift hours per member in an assignment group

Configure the Working/Shift Hours per Member

This setting will allow assigning the records to the Members as per their 'Working/Shift Hours' defined in the **Member Settings** section (of Assignment Group). If checked then the Member's shift hours will be considered while assigning the records to that Member. Please see the following steps to configure Working/Shift Hours per Member in any Assignment Group.

1. Go to the **QA Assignment Groups** tab and open that Assignment Group (in which you want to configure the Working/Shift Hours of Members)
2. Click **Edit** and then check **Assign to Users in their Working/Shift Hours only**
3. Scroll down to **Group Members** section
4. Click **Edit** under **Action** column for a Member (for which you want to configure the Working/Shift Hours)
5. You can select **Business Hours** as Working/Shift Hours or **Use User's default Shift** based on the requirements
6. If you select **Business Hours** in step 5 then select your required Business Hours in **Business Hours** dropdown
7. You can edit working hours by clicking the link **Open Selected Business Hours**
8. Press **Save**
9. Repeat step 4-8 if you want to set Working/Shift Hours for any other Members

Please see the screenshot below for further assistance:

Member Settings * Required Information

Enabled

Available

Assignment Quota Override

Global Assignment Quota Override

Max Assignment Cap Override

Max Assignment Points Cap Override

Round-Robin Weighting (%)

Shift/Working Hours EMEA Working Hours [Open Selected Business Hours](#)

Reversed - Use hours only OUTSIDE of this Business Hours schedule

OOO / non-working times

Please contact us at support@ortooapps.com for any questions.