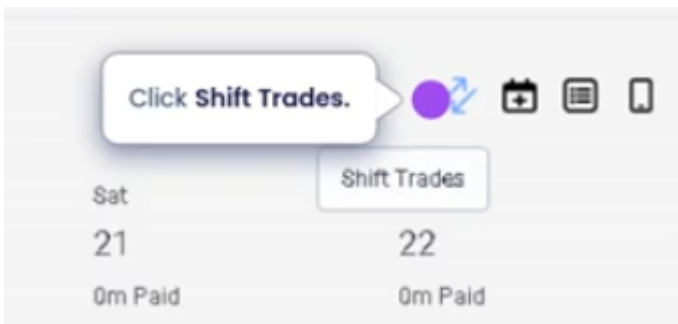
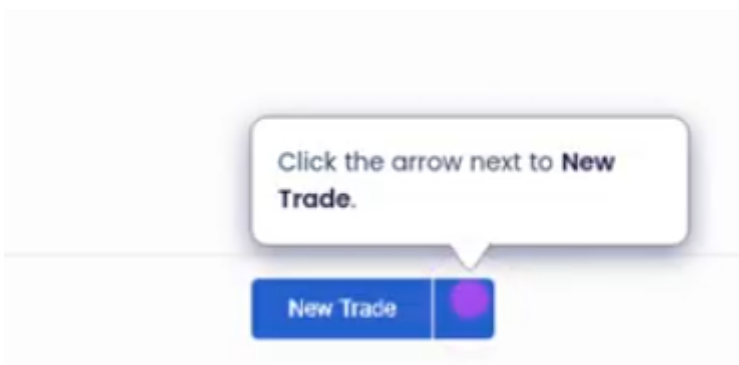


Genesys Cloud - Admin - Drop a shift for someone else

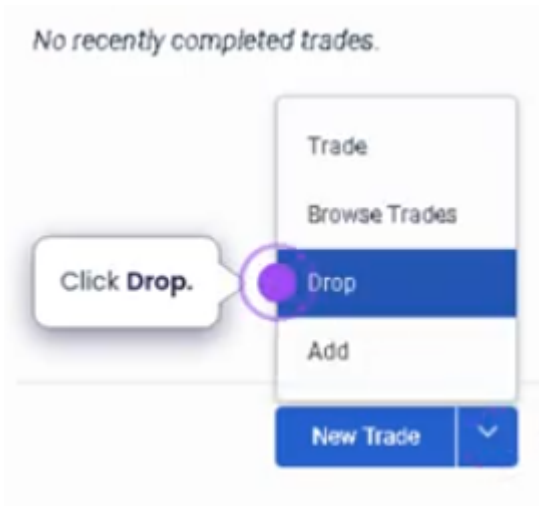
Click shift trades



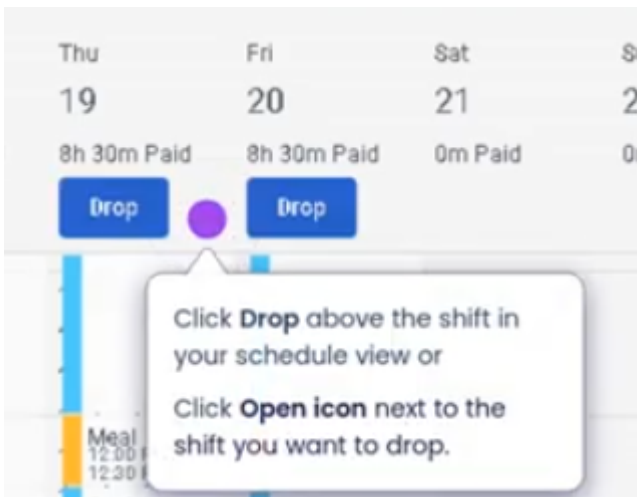
Click the arrow to new trade



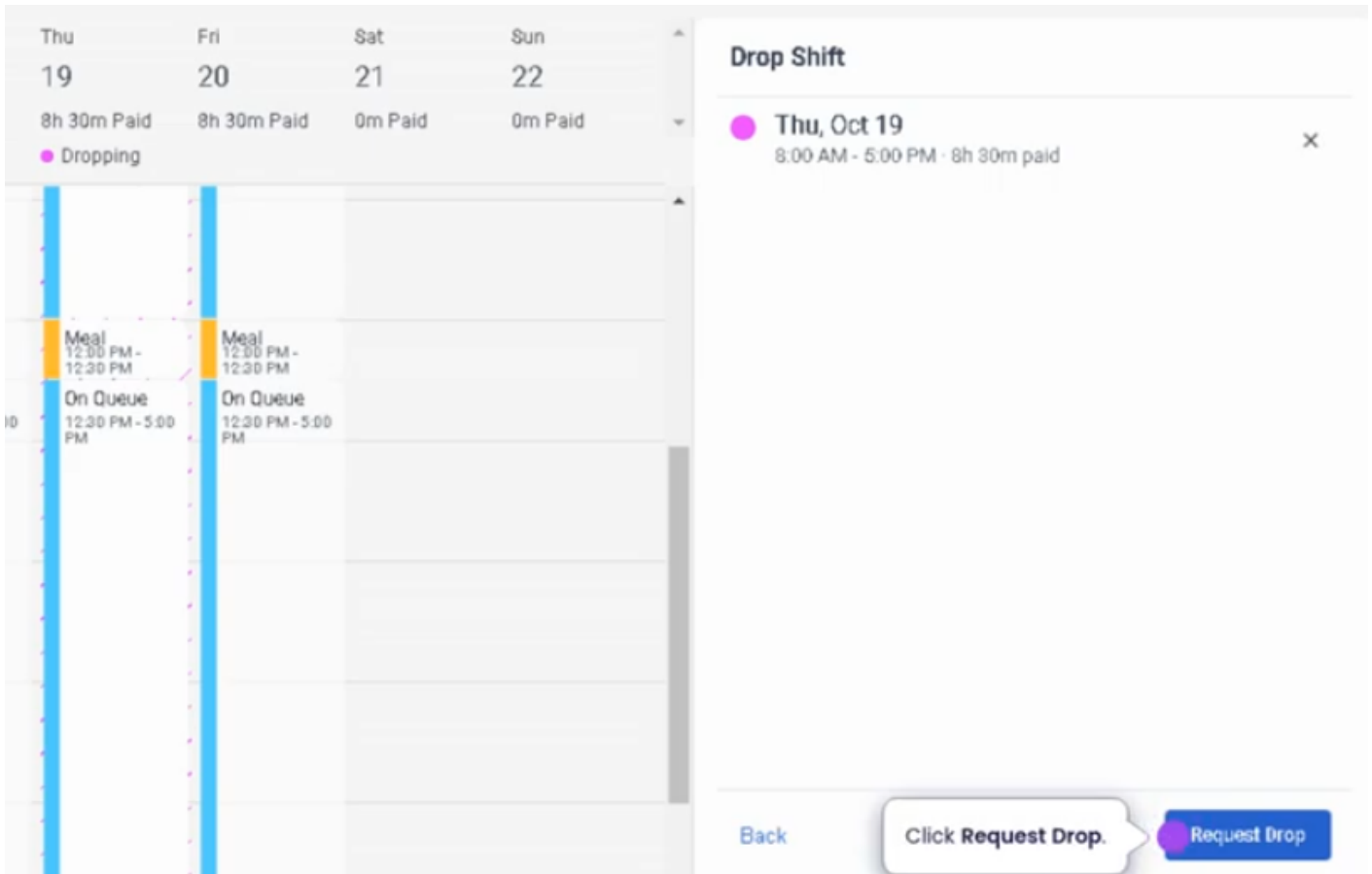
Click drop



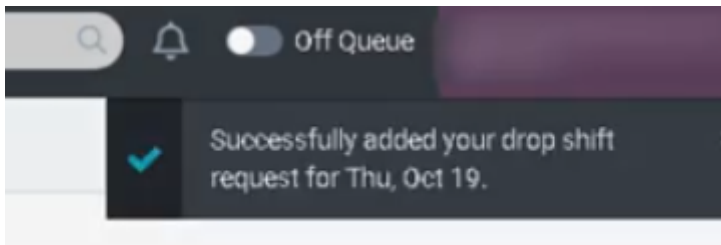
Click drop on your schedule view



Request to drop



Confirmation message



Drop a Shift for Someone Else (Genesys Cloud)

Summary

Dropping a shift for someone else in **Genesys Cloud Workforce Management (WFM)** allows an agent to **release a scheduled shift so that another qualified agent can claim or pick up the shift**. This feature provides flexibility in workforce scheduling while ensuring that staffing levels remain within operational requirements.

The shift drop process typically requires approval or validation through **configured workforce management rules**, which may include staffing thresholds, skill requirements, or supervisor approval.

Utilization

Use Case	Description
Schedule flexibility	Agents can release shifts when they are unable to work
Shift coverage	Other agents can claim available shifts to maintain staffing levels
Workforce balancing	Helps maintain required staffing without manual schedule changes
Personal schedule adjustments	Agents can manage unexpected personal conflicts
Workforce collaboration	Enables teams to support each other by covering shifts

Shift dropping helps organizations maintain **service coverage while providing agents with more control over their schedules**.

Best Practices

Practice	Reason
Drop shifts as early as possible	Provides more time for other agents to claim the shift
Verify workforce policies before dropping shifts	Ensures compliance with organizational scheduling rules
Communicate with team members when necessary	Increases the likelihood that the shift will be picked up
Avoid frequent last-minute drops	Prevents staffing disruptions
Ensure eligibility requirements are met	Some organizations restrict shift drops based on rules or time windows
Monitor shift status after dropping	Confirms whether the shift has been claimed or requires supervisor action

Example Scenarios

Scenario 1 – Agent Cannot Work Scheduled Shift

Agent reviews upcoming schedule

↓

Agent identifies conflict with assigned shift

↓

Agent submits request to drop shift

↓

Shift becomes available for other agents

↓

Another qualified agent claims the shift

Revision #1

Created 11 March 2026 15:25:08 by Cesar Gzz

Updated 11 March 2026 21:39:46 by Cesar Gzz