

# Genesys Cloud - Admin - Pick up extra shift

The screenshot displays the Genesys Cloud Admin interface. The top navigation bar includes 'Activity', 'Directory', 'Documents', 'Performance', 'Reports', 'Apps', and 'Admin'. The main content area is titled 'Schedule' and shows a weekly overview for the week of October 23-29, 2023. A 'Click Shift Trades.' tooltip is visible over the Friday, Oct 27, column.

Today	Day	Week	Month	Oct 23 - Oct 29, 2023					
Mon	Tue	Wed	Thu	Fri	Sat	Sun			
23	24	25	26	27	28	29			
0m Paid	0m Paid	8h 30m Paid	9h 0m Paid	8h 30m Paid	0m Paid	0m Paid			

The detailed view for 'Tomorrow' (Oct 20) shows a shift from 8:00 am to 5:00 pm. A 'View full schedule >' button is present. The main schedule grid shows 'On Queue' periods for 8:00 AM - 10:00 AM and 10:00 AM - 5:00 PM on Wednesday and Friday, with 'Meal' breaks at 10:00 AM on those days. A 'Additional activities below' link is at the bottom right.

# My Trades



## Offered

No offered trades.

## Pending

**Fri, Oct 20**  
8:00 AM - 5:00 PM · 8h 30m paid >  
You → Anyone

## Completed

### Canceled Trade

Fri, Oct 27  
You → Anyone

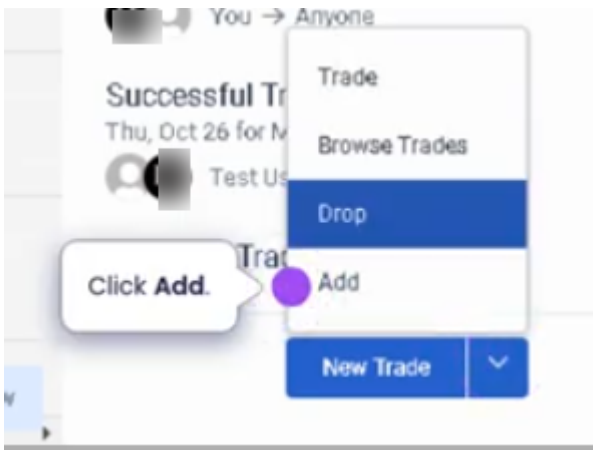
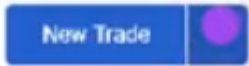
### Successful Trade!

Thu, Oct 26 for Mon, Oct 23  
Test User → You

### Canceled Trade

Fri, Oct 20

Click the arrow next to **New Trade**.



Wed	Thu	Fri	Sat
25	26	27	28
8h 30m Paid	9h 0m Paid	8h 30m Paid	0m Paid

[Add](#) 1

If a desired shift is available, click the shift to accept it.

### Add Shift

Choose a day to view available shifts to add using your schedule to the left or select a date below.

**Sat, Oct 28**

1 available shift

>

On Queue  
8:00 AM -

On Queue  
8:00 AM -

On Queue  
8:00 AM -

27	28
8h 30m Paid	0m Paid

### Add Shift

**Sat, Oct 28**

8:00 AM - 5:00 PM · 9h 0m paid


>


Test User → Anyone

View Shift Trade

Click the shift.

## Add Shift

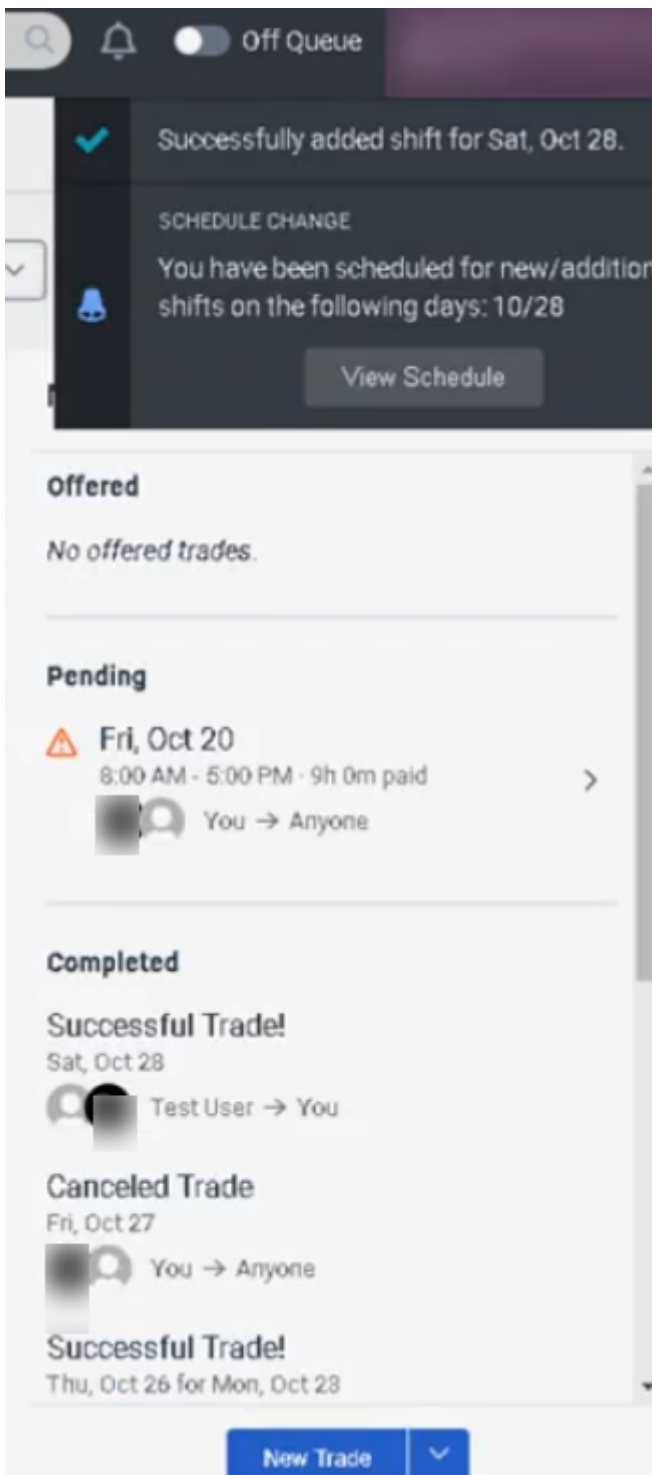
 **Add Sat, Oct 28**  
8:00 AM - 5:00 PM · 9h 0m paid ✕

 Test User → Anyone

[Back](#)

Click **Add Shift**.

**Add Shift**



## ## Pick Up an Extra Shift (Genesys Cloud Workforce Management)

### ### Summary

The **Pick Up an Extra Shift** feature in Genesys Cloud Workforce Management (WFM) allows agents to **voluntarily claim available shifts that were previously dropped or made available by the system or supervisors**. This capability helps organizations maintain staffing levels while giving agents the opportunity to **increase working hours or assist during high-demand periods**.

Extra shifts appear in the **WFM schedule or shift marketplace**, where eligible agents can review and claim them based on predefined staffing rules, skills, and availability requirements.

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## ## Utilization

| Use Case | Description |

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| High call volume coverage | Agents pick up additional shifts to support increased demand |

| Shift marketplace participation | Agents claim shifts that other team members dropped |

| Overtime opportunities | Agents add extra work hours when available |

| Workforce flexibility | Contact centers quickly fill staffing gaps |

| Skill-based coverage | Extra shifts can be claimed by agents with required skills |

Picking up extra shifts helps maintain **operational continuity and service level performance** while offering agents flexibility.

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## ## Best Practices

| Practice | Reason |

---|---

| Review shift details before claiming | Ensures the shift fits your schedule and role |

| Confirm eligibility requirements | Some shifts require specific skills or queue assignments |

| Avoid overcommitting to extra shifts | Helps maintain productivity and prevent burnout |

| Monitor schedule updates after claiming | Ensures the shift is successfully assigned |

| Follow workforce management policies | Maintains compliance with staffing and scheduling rules |

| Communicate with supervisors if needed | Helps coordinate staffing coverage during high demand |

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## ## Example Scenarios

### ### Scenario 1 - Filling a Dropped Shift

```text

Agent drops scheduled shift

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Shift becomes available in shift marketplace



Another agent reviews available shifts



Agent claims the extra shift



Schedule updates automatically

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## Scenario 2 – Supervisor Opens Extra Shifts for High Volume

Contact center anticipates high call volume



Supervisor publishes additional shifts



Agents view extra shifts in WFM



Agents claim available shifts



Staffing levels increase

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## Scenario 3 – Agent Voluntarily Picks Up Overtime

Agent checks upcoming schedule



Agent sees open shift available



Agent selects and claims the shift



Schedule updates with additional work hours

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# Key Benefits

| Benefit                       | Explanation                                                     |
|-------------------------------|-----------------------------------------------------------------|
| Improved staffing coverage    | Helps fill gaps caused by absences or demand spikes             |
| Flexible work opportunities   | Agents can increase hours when desired                          |
| Faster schedule adjustments   | Open shifts can be claimed without manual supervisor assignment |
| Supports service level goals  | Additional staffing helps maintain response times               |
| Encourages team collaboration | Agents help support the team during peak periods                |

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