


111.02590 - Managing Front of House (FoH) Temporary Assignments

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111.02590 Managing Front of House (FoH) Temporary Assignments - Overview

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This procedure explains how to manage Temporary Assignments for the Front of House (FoH) function within Customer First.

Service Officers are able to assist other service centres during peak periods by accessing another service centre's Virtual Wait Room (VWR) on an iPad and talking to customers over the phone.

To assist other service centres, Temporary Assignments need to be created using Customer First on a desktop PC, before accessing another services centre's VWR on an iPad.

Other related links

 [Front of House \(FoH\)](#)

 [Accessing and navigating Customer First](#)

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Procedure last issued 2013/08/05, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.

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111.02591 Managing Front of House (FoH) Temporary Assignments - Workflow

Does an existing Temporary Assignment need to be selected?

Yes Select Temporary Assignment on:



- an *iPad*, or
- a *desktop PC*.

No



Does an existing Temporary Assignment need to be extended?

Yes Extend Temporary Assignment on a desktop PC. See [Detail Step 6](#)



No



Does an existing Temporary Assignment need to be activated or deactivated?

Yes Activate/deactivate Temporary Assignment on a desktop PC. See [Detail Step 7](#)



No



Does a new Temporary Assignment need to be created?

Yes Create a new Temporary Assignment on a desktop PC. See [Detail Step 5](#)



No



Does an existing Temporary Assignment need to be deleted?

Yes Delete the Temporary Assignment on a desktop PC. See [Detail Step 8](#)



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111.02592 Managing Front of House (FoH) Temporary Assignments - Detail

Step	Action
1	<p>To:</p> <ul style="list-style-type: none"> • select a Temporary Assignment, <u>go to Step 2</u>. • create a Temporary Assignment, <u>go to Step 5</u>. • extend a Temporary Assignment, <u>go to Step 6</u>. • activate or deactivate a Temporary Assignment, <u>go to Step 7</u>. • delete a Temporary Assignment, <u>go to Step 8</u>.
2	<p>To select a temporary assignment on:</p> <ul style="list-style-type: none"> • a desktop computer, <u>go to Step 3</u>. • an iPad, <u>go to Step 4</u>.
3	<p>Selecting a temporary assignment on desktop computer:</p> <ul style="list-style-type: none"> • <u>Log into Customer First</u>. • Select the Waitroom button. The Currently assigned to: field will then display the <u>Service Officer's default site</u>. • Click on the default site to display a menu of all temporary assignments available. Note: This will be blank if there are no temporary assignments. • Select the relevant site to view and update the Virtual Waiting Room.
4	<p>Selecting a temporary assignment on an iPad:</p> <p>Note: Before selecting an assignment on an iPad, a temporary assignment must first be created on a desktop computer.</p> <ul style="list-style-type: none"> • Tap the button that contains the <u>Service Officer User ID located in the top left corner of the screen</u>. • Tap the Settings button

	<p>screen.</p> <ul style="list-style-type: none"> • Tap the Settings button. • Tap the Location button and select the relevant site. <p>Procedure ends here.</p>
<p>5</p>	<p>Creating a Temporary Assignment</p> <ul style="list-style-type: none"> • Select My Assignment from the screen header. A list of all assigned service teams will display. Note: This will be blank if there are no Assignments. • Select Insert, and a new row will appear in the table. • Enter the date range for the temporary assignment by: <ul style="list-style-type: none"> ▪ entering the date in DD.MM.YYYY format, or ▪ selecting the calendar icons. If indefinite access is required, enter an end date of 31.12.9999. • Assign a Service Team by selecting the magnifying glass icon in the Search column. • A pop up window will appear. Enter the name of the site to be added and select Search. • Select the correct team and click OK. The site will now display in the table. • Change the temporary assignment to Active by selecting Yes from the dropdown list in the Active column. <p>Does another site need to be added?</p> <ul style="list-style-type: none"> • If yes, repeat the current step. Procedure ends here. • If no; <ul style="list-style-type: none"> ▪ select Save and a confirmation window will appear, ▪ click Yes, <p>the new site will appear in the Temporary Assignment drop down list in the header. Procedure ends here.</p>
<p>6</p>	<p>Extending a Temporary Assignment</p> <ul style="list-style-type: none"> • Select My Assignments from the screen header. • A list of all of assigned service teams will display. • Select the Calendar icon to the right of the Date To: field for the relevant site and enter the desired date. • Repeat for all required sites.

	Procedure ends here.
7	<p>Activating/De-activating a Temporary Assignment</p> <ul style="list-style-type: none"> • Select My Assignments from the screen header and a list of all assigned service teams will display. • Select the drop down arrow in the Active column for the relevant site and select: <ul style="list-style-type: none"> ▪ Yes to activate, or ▪ No to deactivate • Repeat for all required sites • Select Save and a confirmation pop up will appear. • Click Yes. <p>Procedure ends here.</p>
8	<p>Deleting a Temporary Assignment</p> <ul style="list-style-type: none"> • Select My Assignments from the screen header. A list of all assigned service teams is displayed. • Select the temporary assignment site to be deleted and select Delete. • Repeat for all required sites. • Select Save and a confirmation pop up will appear. • Click Yes.

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