

# Nightly Appointment Tracker Updates

<https://docs.google.com/spreadsheets/d/1WPZxuftixZFB6VmdIWkFm8qqeuhJhhVv8zu5FkSpdEA/edit#gid=0>

Each night you will need to update the Appointment Tracker with the following:

- Next Day's floater scheduled
- Agents with approved vacation
- Floaters that already have appointments scheduled for floater day
- Any emails to attendance distro stating that agent will be OOTO.

## Approved Vacation

1. Check Report for Agents on Approved Vacation
  - a. Check pinned files in Slack Chat between Boyd, Michael, Katelyn, Danielle, Max.

The image shows a Slack chat interface. On the left, a 'Pinned' window displays two PDF files: 'WS2 Vacation\_Feb21.pdf' (84 kB) and 'WS3 Vacation\_Feb21.pdf' (80 kB). An orange arrow points from the first file to a 'Planned Time Off' report on the right. The report is a table with columns for Agent ID, Agent, Type, and Time. It lists vacation for Friday, 2/5/21 and Monday, 2/8/21.

Agent ID	Agent	Type	Time
<b>Friday, 2/5/21</b>			
663206	Brooks, Greg	Full Day Vacation	All day
16696	Luckett, Andrew	Full Day Vacation	All day
661993	Luna, Anthony	Full Day Vacation	All day
<b>Monday, 2/8/21</b>			
36606	Cardona, Junior	Full Day Vacation	All day

Reynolds, Danielle 2/1/21 1:03 PM

Daily Time Off

Agent ID	Agent	Type	Time
24166	Federico, Suzanne	Full Day Vacation	All day
12684	McCullough, Steve	Full Day Vacation	All day
40786	Morgan, Dustin	Full Day Vacation	All day
40476	Zatke, Tony	Full Day Vacation	All day

**\*\*NOTE:** Every couple of weeks please ask Danielle for updated documents from NICE just to make sure things haven't changed, and time off for the rest of the month is still the same.

- b. Add agents on approved vacation to the tracker under the date:

The image shows a document with the date '2/8' at the top. Below the date is a list of agents and their vacation status for that day.

**2/8**

- Junior - n/a
- Rhiannon - Added
- Suzy - n/a
- Steve - n/a
- Dustin - n/a
- Tony - Added
- Jess Gross - Added

- i. Be sure to check that those with approved vacation time do not have any scheduled appointments for the day.

- ii. If there are appointments scheduled, please add them to the tracker to be covered.

<b>Rhiannon - Block Added. Please double check on this with Aaron/ Rob prior to moving anything</b>		
11:00am-11:30am	Pub	<a href="https://godaddy-services.atlassian.net/browse/PWS-159380">https://godaddy-services.atlassian.net/browse/PWS-159380</a>
12:45pm-1:30pm	Review	<a href="https://godaddy-services.atlassian.net/browse/PWS-158533">https://godaddy-services.atlassian.net/browse/PWS-158533</a>
2:00pm-2:45pm	Review	<a href="https://godaddy-services.atlassian.net/browse/PWS-156407">https://godaddy-services.atlassian.net/browse/PWS-156407</a>
4:00pm-4:30pm	Pub	<a href="https://godaddy-services.atlassian.net/browse/PWS-155950">https://godaddy-services.atlassian.net/browse/PWS-155950</a>
4:45pm-5:30pm	Review	<a href="https://godaddy-services.atlassian.net/browse/PWS-156479">https://godaddy-services.atlassian.net/browse/PWS-156479</a>

- iii. If no appointments scheduled, put "n/a"

### Floater Schedules

1. Make sure there are no floaters the OOTO approved vacation calendar.
  - a. If scheduled floater will be OOTO, mark them out on the Appointment tracker by turning their block maroon.

<b>Felicia Green</b>
OOTO
<b>11:10am-11:40am</b>

2. Check appointment calendar to make sure floaters do not already have appointments scheduled for their floater day: <https://godaddy-services.atlassian.net/secure/Dashboard.jspa?selectPageId=10446>
  - a. If they do not have any scheduled appointments, put "Nothing Scheduled" in red.

<b>Levi Davis</b>	9-530
Nothing Scheduled	
<b>2:10pm-2:40pm</b>	kenneth3499

- b. If the floaters already have scheduled appointments for their floater days, add the appointments to their floater block for tracking. (We want to make sure we don't more appointments if they already have them).

<b>Alexis Kroll</b>	6-230
8:00am-9:00am Woo Review	
10-11:30 am Woo Initial	
<b>10:30 - 11:05</b>	alexis2374

### Attendance Distro

1. Check the attendance distro emails to make sure we are adding all appointments that we can proactively.
  - a. Check for any recent or past emails that notify us that an agent will be OOTO.
  - b. Check the Appointment tracker for the mentioned date (next day).
  - c. Add to tracker if there is anything scheduled.

**\*\*NOTE:** It is helpful to add notes like "from email" so that the team knows the emails have been checked for the upcoming day

	<b>Lindsie (from email)</b>	
1:45pm-2:45pm	Initial	<a href="https://godaddy-services.atlassian.net/browse/PWS-159038">https://godaddy-services.atlassian.net/browse/PWS-159038</a>