

**MANUAL GUIDE DOCUMENTATION**  
**3DOLPHIN SRM OMNI CHANNELS**

---

SHIFT MAPPING V4.9.1



Documents are proprietary and contain confidential information, may not disseminate information contained therein for any purpose without written permission from :

---

**PT. INMOTION INOVASI TEKNOLOGI**

Komp. Duta Merlin, Jl. Gajah Mada No.29-30 RT. 2/RW. 8  
North Petojo, Gambir, Central Jakarta City, Jakarta (10130)

Telp. (021) 2985 9602

**APPLICATION CHANGE CONTROL**

<b>Version</b>	<b>Date</b>	<b>Authors</b>	<b>Summary of Changes</b>
<i>1.0</i>	<i>02/04/2020</i>	<i>InMotion</i>	<i>Original Document</i>
<i>2.0</i>	<i>11/05/2020</i>	<i>InMotion</i>	<i>Shift Mapping v4.9.1</i>

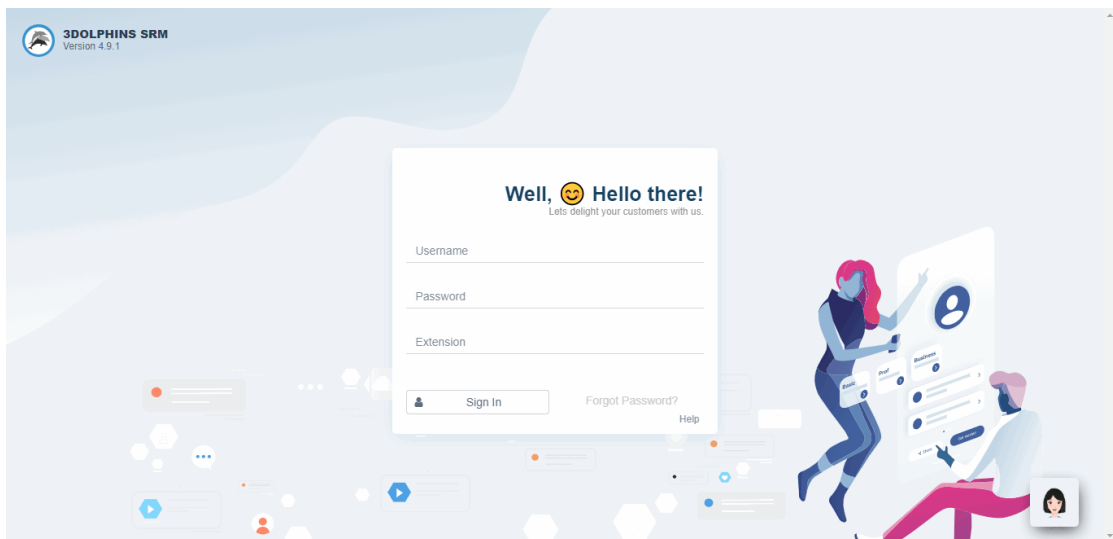
## Table of Contents

<b>I. LOGIN .....</b>	<b>1</b>
<b>II. SHIFT MAPPING.....</b>	<b>2</b>
2.1 EDIT AN EXISTING SHIFT .....	3
2.2 FILTER SHIFT .....	3

## I. LOGIN

The mechanism for using Omni Channel SRM 3Dolphins v4.9.1 is as follows :

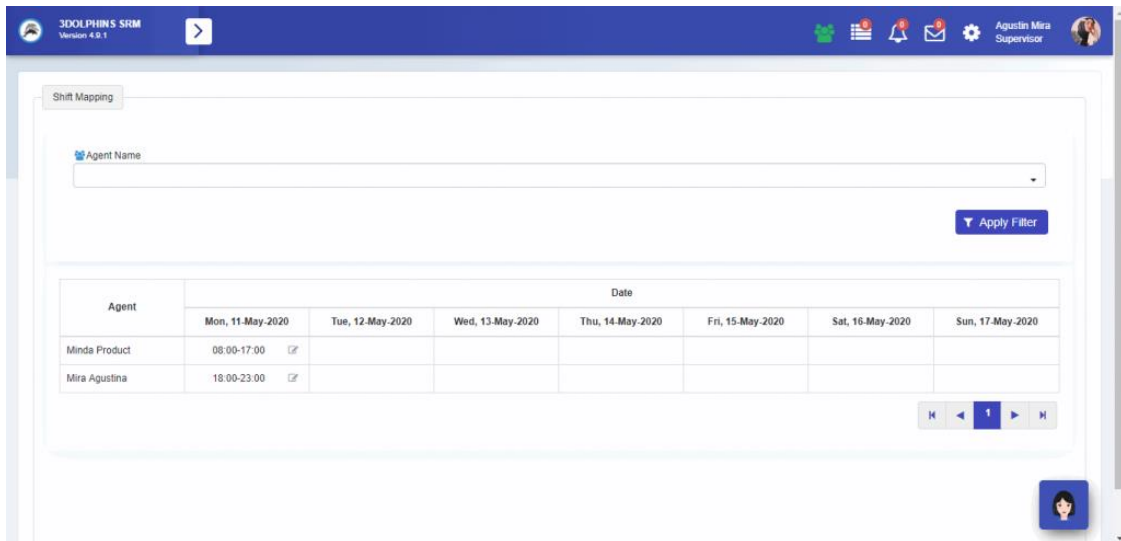
- Open the Web Browser on the computer. For the use of web browsers it is better to use Google Chrome and Mozilla Firefox.
- Enter the URL address in the web browser.
- In the login page of 3Dolphins SRM system, you can login as an '*Supervisor*'.
- Type your '**Username**' (your email address) and '**Password**' in the column provided.  
Note : Password is a combination of capital letters, lowercase letters, numbers, and symbols ,
- Press the '**Sign In**' button.



## II. SHIFT MAPPING

Shift mapping allow the Supervisors to changes to the agent’s schedule. For example, when an agent requests permission to a supervisor to come in during the day because there is an urgent matter, therefore the supervisor must change the schedule that has been set for the agent.

- Go to **employee** and click the **shift mapping** menus, then you will see a shift mapping page such as images below.

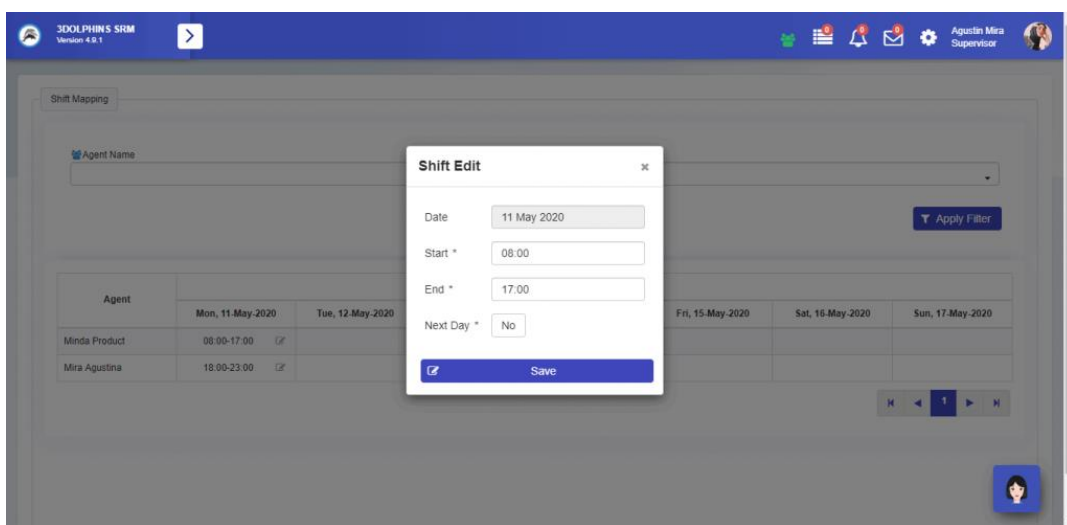


Note : Any add team member to shifts at operator shift page, in this the shift mapping, will take effect in one day after added.

## 2.1 Edit an Existing Shift

Sometimes, you might need to edit an employee's shift. Maybe it's because the agents asks for permission from superiors, it will be too late to work because there are obstacles or other problem. By default, only Supervisors can edit an employee's shift information.

Select agent from the list of the shift mapping page, select the schedule to be updated and click the edit button ( ).Then, you will see a pop-up of edit shift. Do the edit shift that necessary and after you're done, you can click the **save** button to update shift.



## 2.2 Filter Shift

Filter shift allow Supervisors to view shift schedule based on the agent's name. Select and tick the agent name selected and click the **apply filter** button. Then, you will see a list of shift mapping based on agent name selected.

