Standard Operating Procedure (SOP) Agent Shift Scheduling and Attendance Management

Purpose: This SOP details the processes for **agent shift scheduling and attendance management**, covering shift planning, employee availability tracking, attendance monitoring, leave and absence management, and reporting procedures. The goal is to optimize workforce allocation, ensure consistent coverage, maintain accurate attendance records, and support operational efficiency within the organization.

1. Scope

- All agents and relevant supervisory staff
- Applicable to all operational shifts

2. Responsibilities

Role	Responsibility
Supervisors/Managers	Prepare shift schedules, monitor attendance, approve leaves, maintain records
Agents	Provide availability, adhere to schedules, report absences or late arrivals
HR/Operations	Support attendance tracking, generate reports, ensure policy compliance

3. Procedure

3.1 Shift Planning and Scheduling

1. Collect agent availability at the end of each scheduling cycle (e.g., monthly or weekly).
2. Forecast shift requirements based on workload and historical data.
3. Prepare draft schedules ensuring fair rotation, adequate coverage, and compliance with labor laws.
4. Share the draft schedule with agents for review and conflict resolution.
5. Finalize and distribute the shift schedule at least one week prior to implementation.

3.2 Employee Availability Tracking

1. Agents must submit changes in availability at least 2 weeks in advance.
2. Supervisors record and update availability in the scheduling system.
3. Maintain updated records for reference during scheduling and ad-hoc changes.

3.3 Attendance Monitoring

1. Agents are required to check in at the start of each shift via designated systems (e.g., biometric, app, attendance register).
2. Supervisors review daily attendance logs for tardiness or absences.
3. Any discrepancies must be addressed with agents within 24 hours.

3.4 Leave and Absence Management

1. All leave requests are to be submitted through the official process (e.g., forms, HR system) with adequate notice (minimum 3 business days unless emergency).
2. Supervisors review, approve, or deny leave based on team coverage.
3. Absences without notification are recorded as "Unexcused Absence" and subject to disciplinary action per company policy.

3.5 Reporting

1. Supervisors generate weekly and monthly attendance and absence reports.
2. Report anomalies (frequent absences, late arrivals) to HR for further action.
3. Maintain records for audit and compliance for a minimum of 1 year.

4. Documentation

- Shift Schedules
- Attendance Logs
- Leave Application Forms
- Reports (Weekly, Monthly)

5. Review and Update

- This SOP must be reviewed annually or as needed based on process or policy changes.
- All updates require management and HR approval.