

System: Online rostering at www.RosterCoster.com

FAQ – We have had a number of casual staff report to us, that once we change their 'blue' Available to 'purple' Available-Phoned, that if they log on to RosterCoster and try to mark themselves unavailable that they can't. Is there a way we can undo this?

If you want to make this possible, then you need to unlock the shift when you switch it from "Available" to "Available - Phoned"

However, can I recommend that if you do this, you will undermine a separate business rule, namely, that the person has:

- Flagged him or herself as "Available"
- Resulting in "effort" on the part of your team to phone (or text) and leave a message

In which case, it's technically "Declined", and should register as such?

I.e. I suggest "do nothing", and if a staff member complains, let the person know that he or she cannot switch to "Not Available", but rather, the only other option is for your team to switch him or her to "Declined". The person will no doubt say "forget I ever rang" and further, will be more cautious in flagging availability in the future.