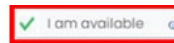




How to “Pause” kynect on Demand for Breaks for kynectors

From the kynect on Demand Dashboard, there are several ways to handle unavailable hours and breaks. In the My Availability screen, kynectors can uncheck/check at the “I am available” check box within the “Available Hours” on the given day. If the user unchecked the checkbox, then the user must flip it back to confirm the availability. Otherwise, the system will see the user as “not available”

Example: Let’s say today is Monday, and the available time is from 9:00 AM to 5:00 PM. Within this time, the user can uncheck the “I am available” checkbox to mark unavailable and vice versa.



My Availability

Available hours or out of office hours can be updated anytime, according to your needs. Add breaks to your available days by clicking on the expand icon.

Available Hours ⓘ

Time Zone: Eastern Time (ET) ⓘ

<input type="checkbox"/> Sunday Not available	Edit
<input checked="" type="checkbox"/> Monday 9:00 AM - 5:00 PM	Edit

Let’s say a break is added from 12:00 PM to 1:00 PM on Monday. During this period, the user cannot take any action on the checkbox because the system knows the user is unavailable.

Break 12:00 PM - 1:00 PM	Edit	🗑️
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If the user wants to pause or turn off for a few hours on a given day or for a few days, then it is best to use the checkbox else use the “Out of Office Hours”.

- Let’s say on Monday, the user is available from 9:00 AM to 5:00 PM and has a break time from 12:00 PM to 1:00 PM. If the user is not available from 2:00 PM to 7:00 PM, then the user can uncheck the check box at 2:00 PM and, after coming back, the user would need to flip it. (Note: User can flip only during available hours)
- If the user is not available for more than a week, then the user can utilize the out-of-hours to log the dates.

Out of Office Hours ⓘ

Start Date: mm/dd/yyyy ⓘ End Date: mm/dd/yyyy ⓘ

Start and End Time: hh/mm - hh/mm Edit

