

Default scheduling (located on the scheduler page) allows you to select the hours that you are available to work before hours are made available for selection, and should be completed before TeamTonic attempts to match your selection with operational requirements by automatically booking hours in for you.

Once TeamTonic has provided you with your matched hours (this process is known as 'Heauristics') the Scheduler will be made available for you to select your remaining hours. The use of the Default Scheduler and the Scheduler will vary depending on your department (as will the time at which Heauristics are run and when hours become available for manual selection - check with your line manager to confrim the details of this for your department).

The Default Scheduler and The Scheduler both reside within the Scheduler Page. This article focuses on the Default Scheduler (for information on how to use The Scheduler view the article 'Using The Scheduler in TeamTonic Cloud (Agent)').

The below image illustrates the difference between the **Default Scheduler** and the **Scheduler** itself, and the remainder of this article will discuss how to use the Default Scheduler in addition to highlighting its various features:

The Default Scheduler

Preferred Schedule

Please select the slots you would like to work every week.

Before the committed week, the system will try to book these slots for you automatically.

MCH 24h
Hours Selected 35h

	MON	TUE	WED	THU	FRI	SAT	SUN
07:00							
07:30							
08:00							
08:30							
09:00	⊙	⊙	⊙	⊙	⊙		
09:30	⊙	⊙	⊙	⊙	⊙		
10:00	⊙	⊙	⊙	⊙	⊙		
10:30	⊙	⊙	⊙	⊙	⊙		
11:00	⊙	⊙	⊙	⊙	⊙		
11:30	⊙	⊙	⊙	⊙	⊙		
12:00							
12:30							
13:00	⊙	⊙	⊙	⊙	⊙		
13:30	⊙	⊙	⊙	⊙	⊙		
14:00	⊙	⊙	⊙	⊙	⊙		
14:30	⊙	⊙	⊙	⊙	⊙		
15:00	⊙	⊙	⊙	⊙	⊙		
15:30	⊙	⊙	⊙	⊙	⊙		
16:00	⊙	⊙	⊙	⊙	⊙		
16:30	⊙	⊙	⊙	⊙	⊙		
17:00							
17:30							
18:00							
18:30							

The Scheduler

TeamTonic Scheduler

Calendar Week: March 2022, April 2022

Activities: Calls, Emails, Training, Livedesk

Selected Week: 25 Apr - 1 May 2022

Week Details: MCH 24h, Booked 0h, Holidays 0h

Schedule Settings: Edit Preferred Schedule

This is your committed schedule. Click on blue slots to release them, click on white slots to book them. You may release slots.

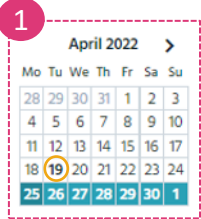
	08:00	03:00	04:00	04:00	05:00	05:00	06:00	07:00	07:00	08:00	09:00	09:00	10:00	10:00	11:00	11:00	12:00	12:00	13:00	13:00	14:00	14:00	15:00	15:00	16:00	16:00	17:00	17:00	18:00	18:00	19:00	19:00	20:00	20:00	21:00	21:00	22:00	22:00		
MON 20th Apr	⊙																																							
TUE 20th Apr	⊙																																							
WED 21st Apr	⊙																																							
THU 20th Apr	⊙																																							
FRI 20th Apr	⊙																																							
SAT 20th Apr	⊙																																							
SUN 10 May	⊙																																							

Slots Legend: Committed slot (blue checkmark), Available slot (white square), Committed slot from another Activity (yellow checkmark)

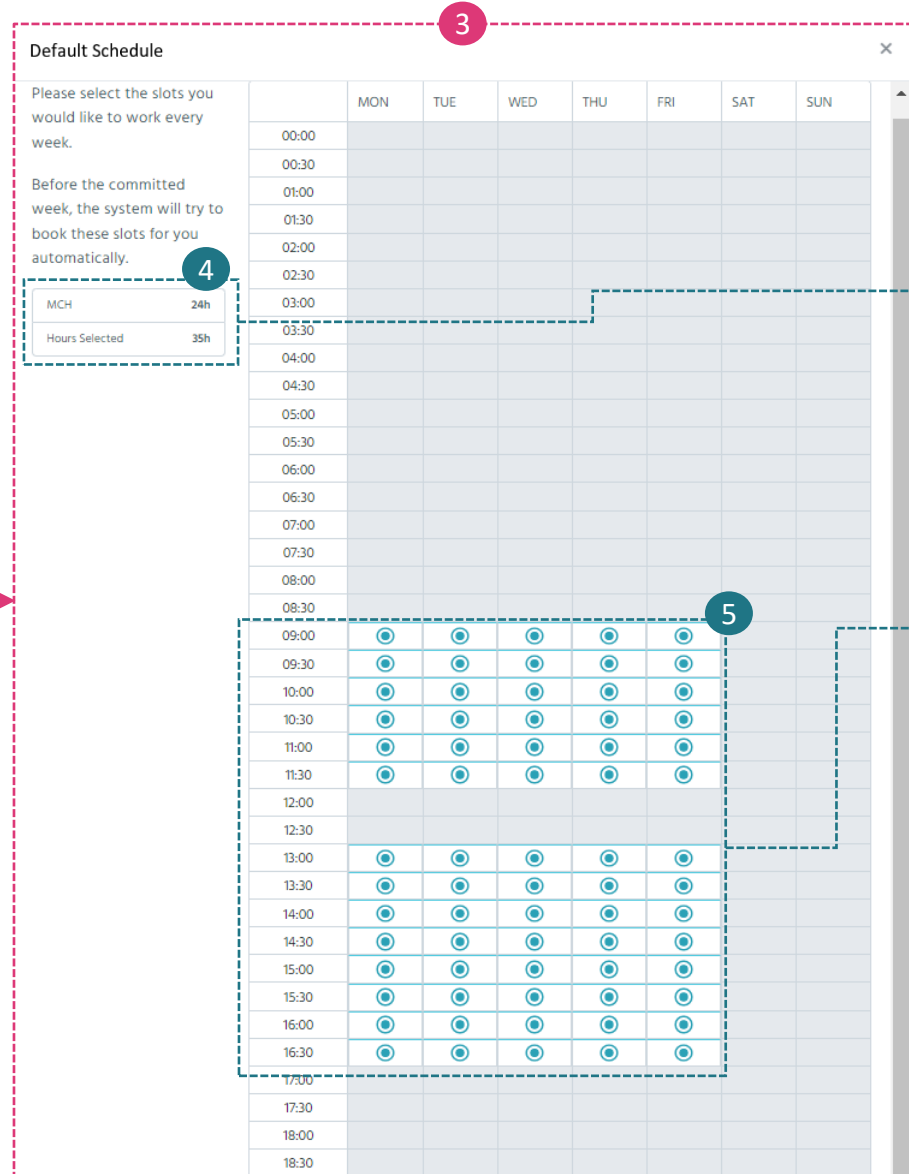
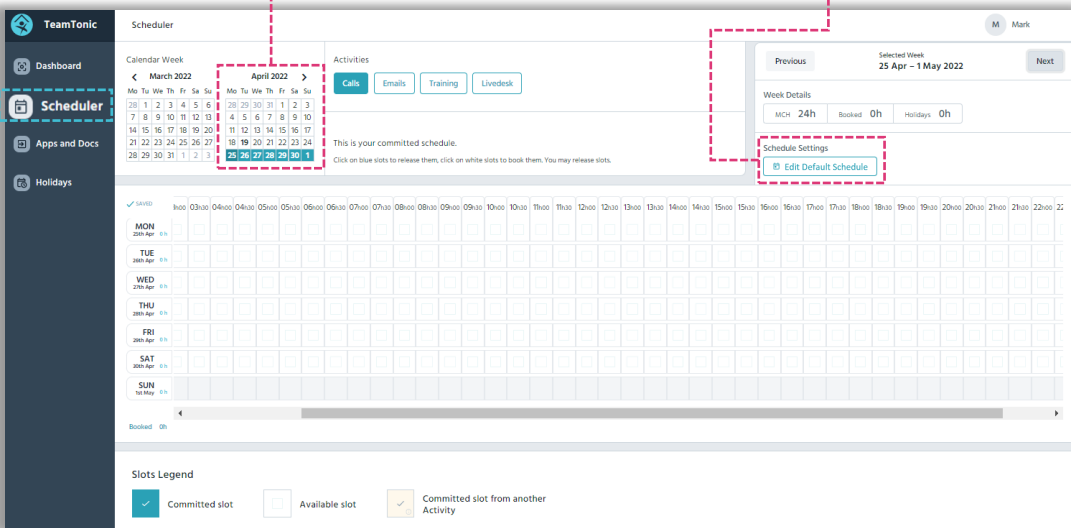
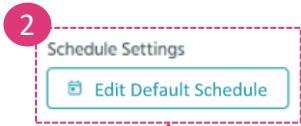
ACCESSING THE DEFAULT SCHEDULE

Default scheduling (located on the [scheduler page](#)) allows you to select the hours that you are available to work in any given week – it is available for all future weeks, and is **not available for the current week or weeks that have past.**

Note that the week selected is one week in the future (shown in **green**) as the current day is the 19th April (in **bold**):



As we are viewing a week in the future the Default Schedule option is available. Select this option to open your **default scheduler**:



Your base MCH is confirmed in addition to the number of hours you have selected as available to work:

MCH	24h
Hours Selected	35h

In this example the user has selected to work between 9am to 5pm Monday to Friday (a total of **35 hours**). A **green radio button** helps provide a visual indicator for slots that have been booked (grey slots with no circle indicate that the user is unable to work that slot):



You can select (or un-select) the slots you have selected by simply **clicking** on the desired slot:

The default scheduler automatically saves your selection as you edit your selected hours in real-time, in addition to saving your selection for future weeks as a convenience feature (although you can edit your selection week by week should you wish to do so).

USING THE DEFAULT SCHEDULER

The **Default Schedule** has a number of convenience features designed to make your hours selection process as easy as possible.

In addition to confirming your base-MCH, the **hours selected metric** will change in real-time to reflect any changes you make to your selected hours in any given week:

MCH	24h
Hours Selected	35h



In the below example the user has **added 06:30-07:30 on Monday** as a time that they are available to work, and as a result their hours selected metric has increased to **36.5 hours**:

Preferred Schedule

Please select the slots you would like to work every week.

Before the committed week, the system will try to book these slots for you automatically.

Saved	MON	TUE	WED	THU	FRI
00:00					
00:30					
01:00					
01:30					
02:00					
02:30					
03:00					
03:30					
04:00					
04:30					
05:00					
05:30					
06:00					
06:30	<input checked="" type="checkbox"/>				
07:00	<input checked="" type="checkbox"/>				
07:30	<input checked="" type="checkbox"/>				
08:00					
08:30					
09:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
09:30	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

MCH	24h
Hours Selected	36.5h

Default Schedule

Please select the slots you would like to work every week.

Before the committed week, the system will try to book these slots for you automatically.

	MON	TUE	WED	THU	FRI	SAT	SUN
00:00							
00:30							
01:00							
01:30							
02:00							
02:30							
03:00							
03:30							
04:00							
04:30							
05:00							
05:30							
06:00							
06:30							
07:00							
07:30							
08:00							
08:30							
09:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
09:30	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
10:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
10:30	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
11:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
11:30	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
12:00							
12:30							
13:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
13:30	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
14:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
14:30	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
15:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
15:30	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
16:00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
16:30	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
17:00							
17:30							
18:00							
18:30							

Default Schedule: Key Information

- The default scheduler saves your selection as you make them in real-time– when you are happy with your selection simply **select the x button** at the top right (or click outside of the default scheduler) to close it. If you want to check your selection you can reopen the default scheduler at any point and it will reflect your most recent updates.
- The default scheduler will remember your selection for future weeks as a convenience feature (although you can edit this at any point).

Things to remember:

- Remember that your MCH can change if your account is using flexible hours so you may wish to periodically check your preferred hours selection
- Booking hours above your MCH is the recommended approach - the more hours you select the greater the chance that TeamTonic will be able to apply a selection of hours that best meet your preferences.
- Default hours should be selected before Heuristics are being run for the week where hours are expected to be made available (this will vary by department so check with your Line Manager for details).

Once TeamTonic has completed the hour matching process the schedule will be made available for edits (again, check with your line manager to confirm on what day and time this will occur for your department).

For information on how to use The Scheduler (for manually adding and removing booked slots) view the article; 'Using the Scheduler in TeamTonic Cloud (Agent)'