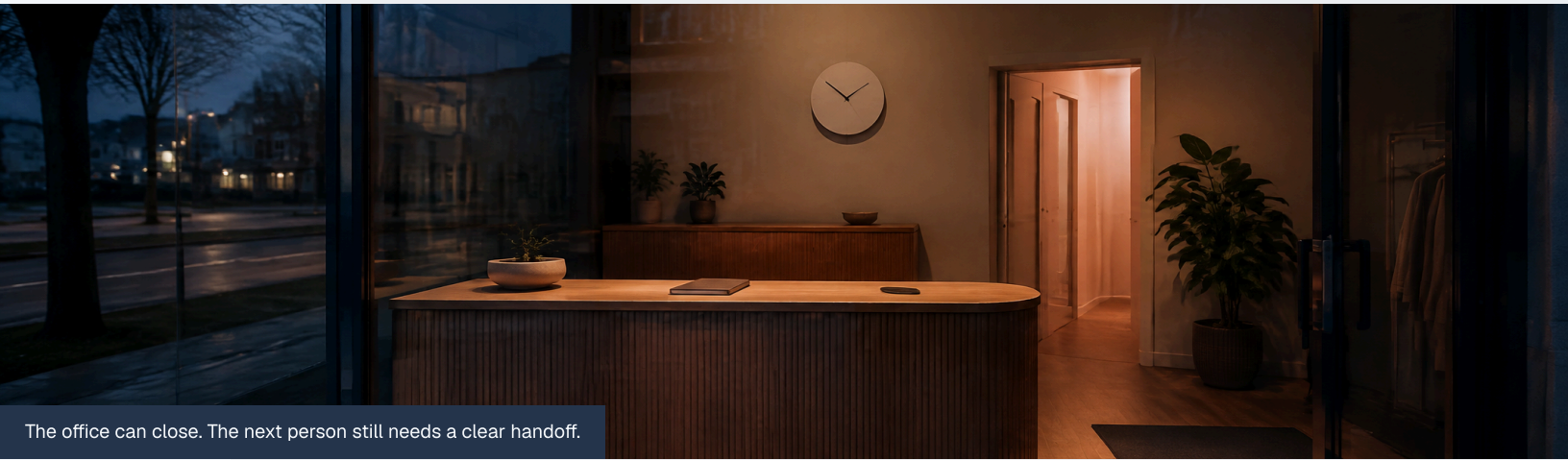


After-hours list

Who gets the call, message, or alert when the office is closed. Keep the names current without rebuilding the system.



The office can close. The next person still needs a clear handoff.

Before close

Name the person on duty.

During cover

Use the agreed contact order.

Next opening

Hand back any open work.

This is your living contact sheet

Use it with the after-hours route ED already built. It is for a new staff name, a holiday, a phone change, or a one-off swap. It isn't a request to check the whole build again.

A filled paper list doesn't change the live agent or alert tool. Page 6 shows how to pass an approved update to the person who owns that setting.

No promise you can't keep

Don't list someone until they agree to the shift. Don't promise a callback time unless your business can meet it. A text marked "sent" isn't proof a person accepted the job.

FILL THESE BEFORE THE NEXT CHANGE	PAGE
Normal hours, time zone, and weekend cover	2
Main contact, backup, and last safe route	3
Holidays, swaps, and overnight shifts	4
Which requests can wait, and which need a person	5
Update only the roster fields; send the handoff	6–7
Morning catch-up and review record	8

Keep one current list

Name one owner and one place for the live roster. Old printed copies need a clear date so they don't send work to the wrong person.

Set the hours before the names.

Use the time zone your business has agreed for the live route. Write full dates for one-off changes.
“Tonight” isn't a schedule.

Business / location

Time zone used by the live route

Live roster owner

Where the live roster is kept

DAY	OFFICE OPEN TO CLOSE	AFTER-HOURS COVER WINDOW	SAME AS LIVE ROUTE?
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Office closes

Write the exact local time.

Cover starts

No gap between owners.

Office opens

Name who takes over.

When a shift crosses midnight

Write both dates. “Friday 6 PM to Saturday 8 AM” is clearer than “Friday night.” Include the time zone. If daylight saving time changes during the shift, have the roster owner confirm how the live schedule handles it.

When there are two locations

Use a separate sheet if their hours or time zones differ. Name the location on the live rule. Don't let one shop's holiday hours silently become every shop's hours.

Read the saved hours back

Compare the approved hours with what the live tool shows. If they differ and you don't own that setting, send the mismatch to ED or the roster owner. Don't reset the schedule.



Put a person at each handoff.

Write a direct work contact route. Keep this page private. Don't add personal numbers to public agent replies.

ORDER	NAME AND ROLE	DIRECT WORK ROUTE	AGREED COVERAGE
First person			
Backup person			
Last safe route			

A useful last route

The last route is what happens if no one accepts: an approved voicemail, a staffed inbox, or the next-day queue. Write the route already agreed for your build.

If there is no safe last route, tell the owner. Don't send customers back and forth between two numbers.

Acceptance is a clear yes

For a handoff, the person must confirm they have the work. Follow your agreed method, such as accepting the alert or replying in the duty thread.

“I sent a text” and “Lee took it” aren't the same status.

01

First contact

Use the saved contact method.

02

Backup

Use the agreed wait time and order.

03

Last route

Leave the work in the approved safe queue.

Use the existing wait time. Changing retry speed or contact order is a routing change, not a name edit.

Agreed wait before backup

Where “accepted” is recorded

If nobody accepts, the approved route is

A contact list works only when someone owns the next step.

If someone is sick or loses a phone

Use the swap process on page 4. Never silently leave a missed shift assigned to a person who can't answer.

Holidays and swaps need an end time.

A one-night change shouldn't become next month's schedule. Write who approved it, when it starts, and when the normal list returns.

DATE / LOCATION	WHAT IS DIFFERENT	STARTS AND ENDS + ZONE	PERSON COVERING

01

Ask the new person

Confirm they can cover the whole window and can receive the agreed call or message.

02

Name both sides of the swap

Write who is out and who is in. Let the backup know too.

03

Give it a finish

Write the exact return to the normal roster. Name the person who removes the one-off override.

Example only

Location: Main office

Reason: Holiday cover

Starts: [full date], 5 PM Central

Ends: [next full date], 9 AM Central

First contact: [confirmed name]

Backup: [confirmed name]

Restore normal list: [owner]

These are example fields, not your live hours. Use your agreed times.

Approved by

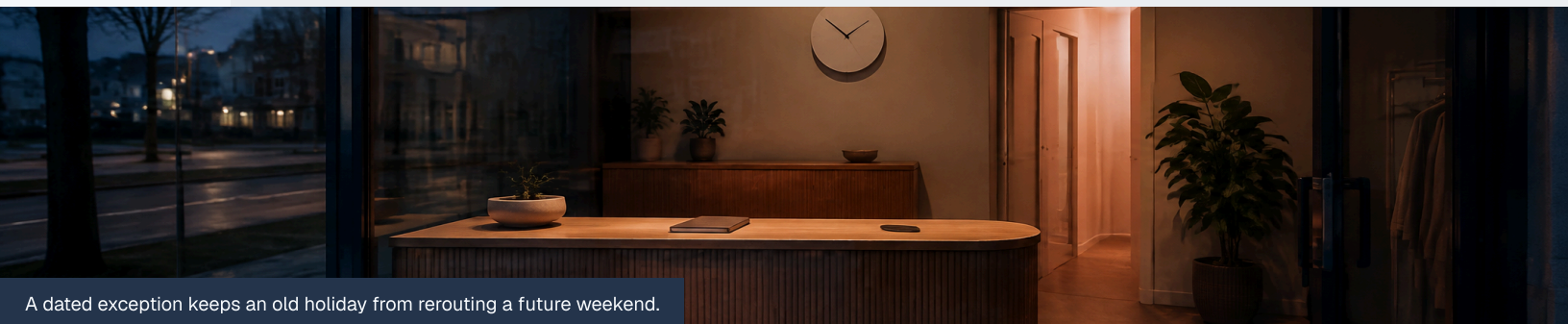
Old contact told at

New contact confirmed at

Normal list restored by / at

Don't bury a swap in a chat

The duty thread tells people about the change. The approved roster is still the source of truth. Update both through the normal owner, then retire the old copy.



A dated exception keeps an old holiday from rerouting a future weekend.

Decide what needs a person tonight.

Use your existing service promise and safety policy. An agent shouldn't invent urgency rules, medical advice, refunds, or arrival times.

KIND OF REQUEST	USUAL SAFE HANDLING TO CONFIRM	YOUR AGREED RULE / ROUTE
New routine request	Capture the needed details for the next open period.	
Existing customer issue	Check the agreed after-hours service scope. Route if it meets that rule.	
Payment question	Keep the order reference. Don't collect full card details.	
Website or agent fault	Use When It Breaks and the agreed support route.	
Risk to a person	Use your business safety guidance. Immediate danger goes to local emergency services.	
No clear match	Don't guess. Use the saved human fallback or next-day queue.	

What the agent may say

“The office is closed. I can take a message for the team.” Add a response window only when your business has approved it.

What it must not promise

A crew is on the way. A refund is approved. A person will call in ten minutes. Use these only if the real workflow confirms them and your policy allows them.

Our after-hours service promise, in plain words

Urgent doesn't mean “try every number”

Use the saved route. Don't add more people or repeat alerts faster in the middle of a live request. Escalate an unclear route to the roster owner.



Clear boundaries help the next person make the right call.

Change the roster, not the machine.

Use only the owner-edit fields you were shown. If you don't have that editor, send this change card to ED or your roster owner.

Usually a roster edit

- A confirmed person's display name.
- Their approved work number or inbox.
- A date and time inside the saved schedule fields.
- A backup person, if the handoff permits it.

A routing change needs help

- New transfer logic or retry times.
- New promises to callers or customers.
- A new tool, key, permission, or payment rule.
- A rebuild of the agent or its job files.

01

Save the before value

Keep a private dated copy of the old roster field. Don't copy secret settings beside it.

02

Make only the approved edit

Keep the same field, number format, and time zone. Don't change surrounding rules.

03

Check the changed route only

Use the agreed test path or one safe check with the on-duty person. Tell them it is a check. Don't trigger a real emergency job.

04

Record the result

Write what the saved field shows and who confirmed they received the handoff. If it is wrong, use the approved undo or stop and ask.

FIELD BEING CHANGED

OLD VALUE

NEW APPROVED VALUE

Approved by / time

Saved by / time

No access to the live editor?

A completed paper sheet is only a request. Keep the status "waiting for update" until the person with access confirms it was saved. Don't tell the team it is live before then.

A one-field change is easy to review and easy to undo.

Give the next person a clean handoff.

A name on the list needs context: what is open, where to find it, and which part the next person owns.

Shift date and coverage window

Location and time zone

Outgoing person

Incoming person

OPEN ITEM (SAFE REFERENCE)	WHAT HAS ALREADY HAPPENED	NEXT STEP / OWNER

01

Outgoing person

Shares the open-item list.

>

02

Incoming person

Confirms they have it.

>

03

Roster owner

Closes any gap in cover.

No acceptance yet? Follow the backup route. Don't assume silence means yes.

HANDOFF NOTE, FILL IN YOUR REAL DETAILS

"You're covering [location] from [start] to [end, time zone]. The open work is in [private work list]. [Safe item reference] still needs [next step]. Nothing else has changed. Please confirm you have the shift."

Incoming person accepted at

Backup used, if needed

Keep private details in the right place

The handoff note points to the work record. It doesn't need a customer's whole story, a recording, payment details, or screenshots of private screens.

If a request can't wait

Use your agreed urgent route. If it doesn't reach a person, tell the roster owner. Don't hide an unclaimed item inside the morning list.

A handoff is finished when someone accepts

Mark the person and time. Until then, the outgoing person or roster owner still needs to close the gap.

The job moves to the next person only after a clear handoff.

Open the office. Clear the overnight list.

Use the records the live system already made. This is routine owner care, not a request to retest the build.

At opening

Name the morning owner.

Before replying

Check what already happened.

At close

Leave one clear next step.

Read before sending again

Check if the night person already called, booked, or replied. A missing note needs a check, not a second promise. Keep one work record per request.

Look for a roster gap

If someone couldn't answer, write the actual cause: wrong number, missing cover, or no acceptance. Use that fact to fix the list with its owner.

Don't make up a service result

A forwarded call isn't a completed job. A voicemail isn't a booked visit. Use the outcome you can actually see.

If your tool is broken rather than the list being out of date, use When It Breaks.

DATE / SHIFT	MISSED HANDOFF OR OPEN ITEM	NEXT OWNER	CLOSED AT

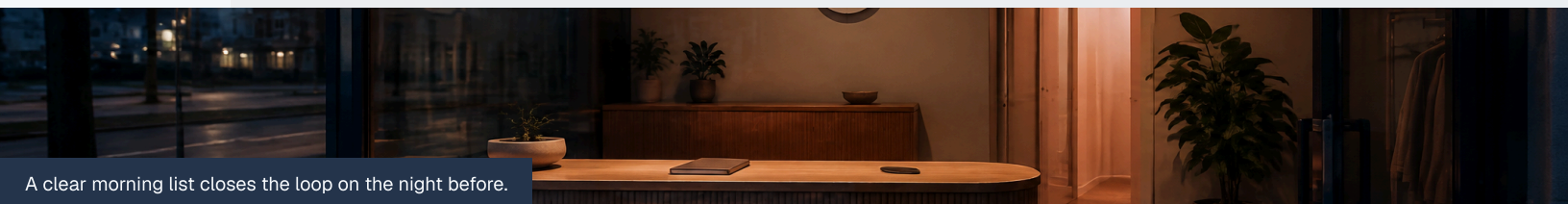
Morning owner

Roster change needed? Who owns it?

Next review date, or next known holiday / staff change

Keep the set together

Store this with Who Has the Keys and your live handoff notes. The contact list tells you who is on duty. The access roster tells you who can change the tool.



A clear morning list closes the loop on the night before.