When someone is out sick

Mark someone out and HQ shows which jobs need somebody, who else could take each one, and asks before changing anything.

Steps

1. Open Technicians, pick the person, and press Mark them out. Or tell Orsa: "Marcus is out until Thursday."
2. HQ lists the jobs that now need somebody, with today’s urgent work first.
3. For each job, pick Offer them the seat to give it to someone free, or Ask the customer to move it.

Good to know

Nothing changes until you confirm. Customers are never told why someone is away.

https://orshihq.com/help/someone-out-sick