UKG Pro SMS Shift Fill

Fill open shifts quickly and efficiently with a single text

UKG Pro® SMS Shift Fill (formerly UKG Dimensions® SMS Shift Fill) delivers a comprehensive shift filling solution across all industries. The intuitive, elevated shift-fill experience helps you more effectively and efficiently manage open shifts and staffing levels — across all locations and for all your people — to build a more connected and meaningful life-work experience. From company policies and employee preferences to audit reporting and tracking, UKG Pro SMS Shift Fill streamlines the management of filling your open shifts quickly, efficiently, and fairly.

Intelligent scheduling insight

With UKG Pro SMS Shift Fill, gain valuable insights into candidate eligibility requirements. Automate and process shift fills quickly and easily through employee pools while eliminating manual phone calls and inconsistent, error-prone assignments.

Personalised mobile experience

Help managers maintain staffing levels quickly and easily with a quick text to an employee's mobile device. UKG Pro SMS Shift Fill message bundles offers mobile support for managers from any device, providing the flexibility to quickly notify qualified employees of open shifts and allow interested, qualified, and available candidates to accept those shifts.

Seamless integration tile

Lean into the pace of real life by filling open shifts quickly and conveniently from your desktop. The advanced SMS Shift Fill tile is located directly on your home page, providing critical information at a glance, quick access to audit and tracking reports, and a summary of sent transactions so you can immediately take appropriate action.

Key benefits

For managers

Quickly find the right staff members to pick up open shifts

Manually assign shifts instantly from a pool of employees

Easily send shift-fill requests from any device

Benefit from audit report and tracking that includes all relevant shift filling information

Reduce shift filling inefficiencies by decreasing overtime and agency costs

Drive the employee experience with shifts that align to qualified candidates and adhere to company policies

Deliver exceptional customer experience with engaged employees and labour allocations aligned to business volume

For employees

Gain real-time visibility into open shifts and their full shift details

Drive intelligent decision making

Enjoy enhanced mobile usability with improved context and clarity of open shifts
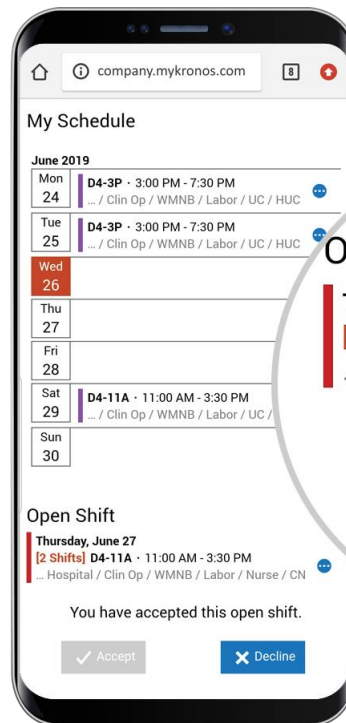
Use easy one-click shift response for accepting or rejecting filling requests

Receive personalised SMS notifications on your mobile phone

Key features of UKG Pro SMS Shift Fill

Generates prioritised lists of available and qualified candidates

- Defined by company policies and employee preferences

- Produces increased productivity with automation

- Quick access to audit and tracking reports

- Leverages Procedure Sets and Skills/Certifications

- Employee shift assignment rules

- Manager discretion shift assignment rule

- Actionable homepage tile in UKG Pro

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