# Support Shift Handover

*This document is used to communicate all relevant information during the handover of duties between customer support shifts. It ensures continuity and accountability between team members and minimizes the risk of missed or unresolved customer issues.*

## Outgoing Shift Information

**Shift Date:** {shiftDate}

**Outgoing Support Agent:** {agentName}

**Shift Duration:** {shiftDuration}

### Overview and Summary

{shiftSummary}

### Customer Cases in Progress

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Case ID** | **Customer Name** | **Issue Summary** | **Status** | **Next Steps** |
| {#cases}{caseId} | {customerName} | {issueSummary} | {status} | {nextSteps}{/cases} |

### Tickets to be Prioritized

{#priorityTickets}

* **{ticketId}**: {ticketDetails}

{/priorityTickets}

### Pending Escalations

{#escalations}

* **{escalationId}** – {escalationReason}

{/escalations}

### Customers Awaiting Callback

{#callbacks}

* **{customerName}**: {callbackTime} – {callbackReason}

{/callbacks}

## Known Issues / System Notes

{#systemNotes}

* {note}

{/systemNotes}

## Incoming Shift Preparation

**Incoming Support Agent:** {incomingAgent}

**Time of Handover:** {handoverTime}

{^hasConcerns}No immediate concerns raised for the upcoming shift.{/hasConcerns}

{#hasConcerns}*Concerns or special alerts for the incoming shift:*
{concerns}{/hasConcerns}

## Additional Notes

{additionalNotes}