There are two Time Types for Call Backs in Workday. **Call Back Hours** are to be used when your associate must return to the property to resolve an issue. **Call Back Telephone** is to be used when your associate is able to resolve the issue without having to return to the property.
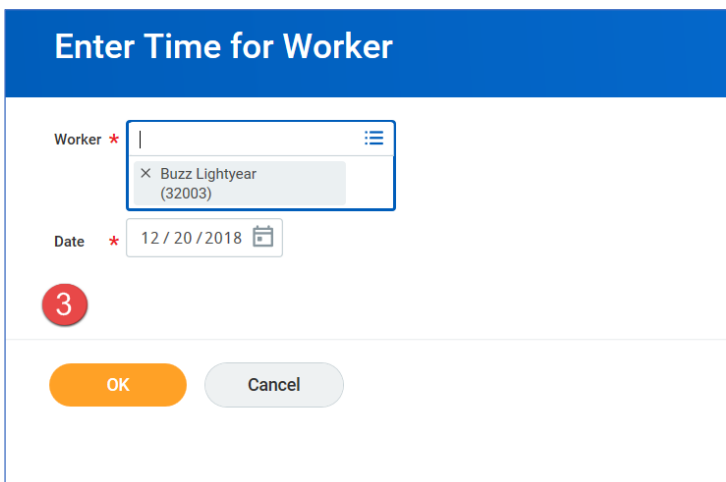
1. To enter **Call Back** time for your associate, access Workday via OKTA and select **Time and Absence** in **Applications**.
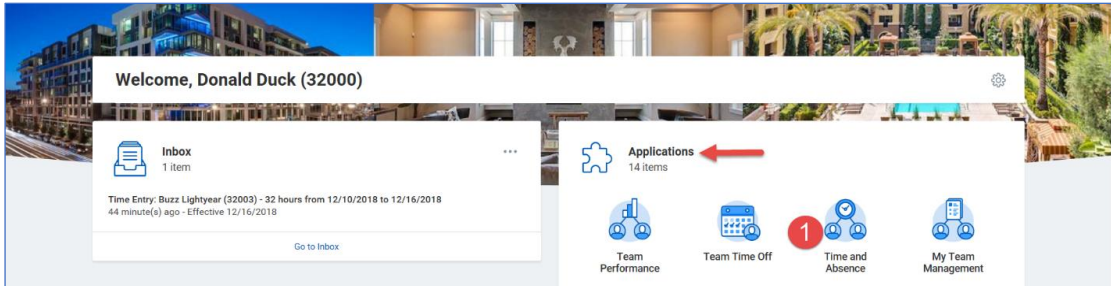


2. On the **Time and Absence** screen, select **Enter Time for Worker**.
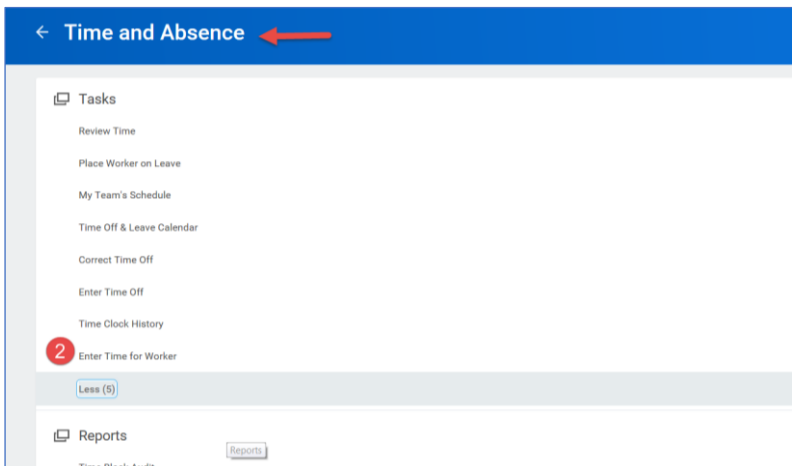


3. Select the associate's name in the **Worker** field and click **OK**.

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4. Click on the associate's timecard.



5. Select **Call Back Hours** in the **Time Type** field, enter the **In** and **Out** times, and select **Out** in the **Out Reason** field.
    a. Use the **Cost Center** field to transfer your associate's time to a different property if necessary.
6. In the **Comment** field, enter the reason for **Call Back**.
7. Click **OK**.

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5. If the Call Back was resolved over the phone, select **Call Back Telephone** in the **Time Type** field and enter the number of hours spent on the phone in the **Hours** field. Round to the nearest 15 minutes (0.25 for example).
   a. Use the **Cost Center** field to transfer your associate's time to a different property if necessary.
6. In the **Comment** field, enter the reason for **Call Back**.
7. Click **OK**.



Call Back time block will be added to the associate's timecard.