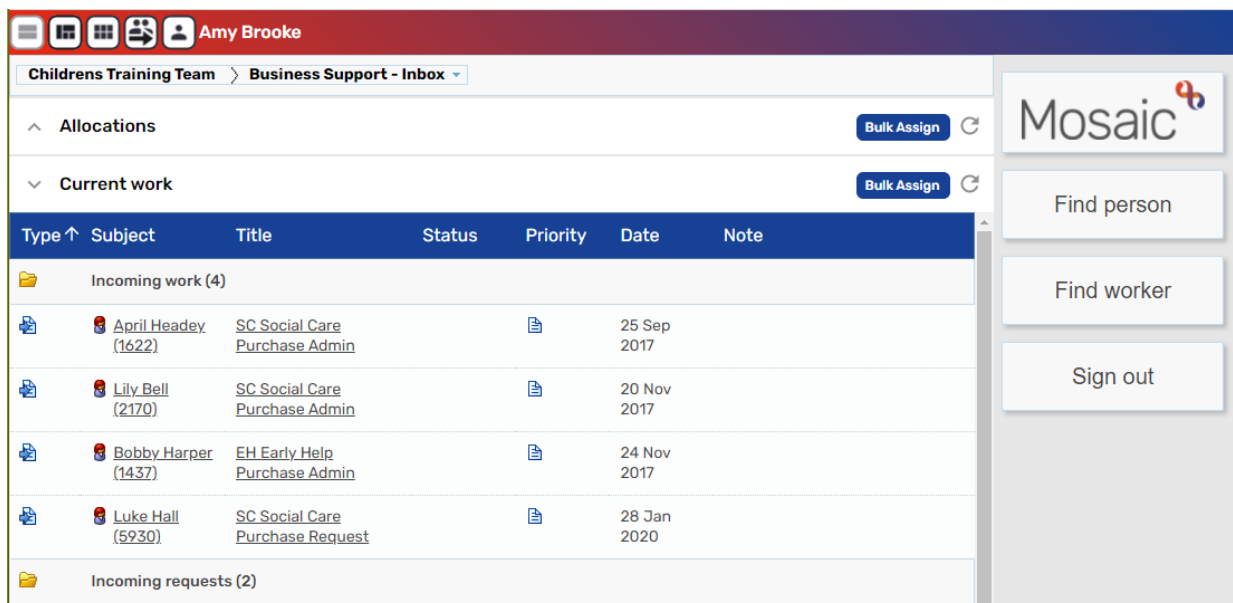# Virtual Workers

Virtual Workers are fictional workers on Mosaic that you can assign Worksteps to. They are primarily used by Business Support teams and act as a holding inbox to allow you to assign a Workstep to a worker without naming a specific person. Once a step has been assigned to a Virtual Worker, any worker that has access to the Team Workview can pick up work from the Virtual Worker. The Staff can complete or reassign that work as appropriate.

It can also be used to facilitate assigning of work steps to a waiting list that cannot yet be assigned to a single worker.

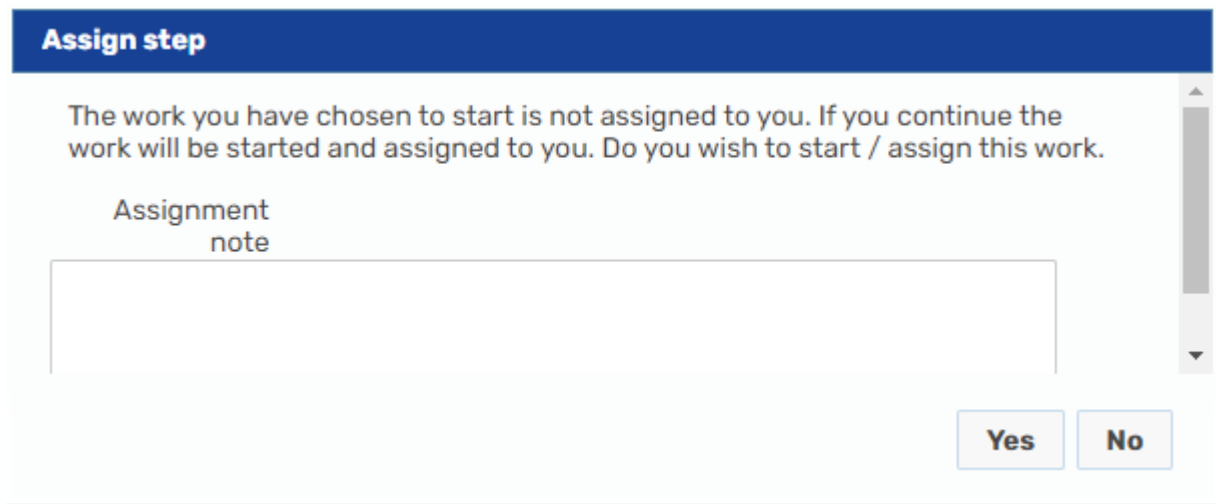## Viewing and Completing Work assigned to a Virtual Worker

To view work assigned to a Virtual Worker you must first have the permissions to access the Team Workview.

- Click the 👥 Team workview icon on the top left of the Full or Narrow workview and the Team workview will display.
- Click the relevant Virtual Worker name hyperlink from the list of team members.
- The name of the Virtual Worker selected will now appear along the top of the workview next to the Team name.

The worker will now be able to view and **Start/Resume** any worksteps that have been allocated to the Virtual Worker within **Current work**.

Once you **Start** a workstep, an **Assign step** box will appear for you to agree to the step being assigned over to you rather than the Virtual Worker. Clicking **Yes** and then saving the step will put the workstep in your **Incomplete work** in your own Current work tab.


You can complete the workstep as much as is required and **Save** and **Close** or **Finish** as appropriate. Once you have closed out of the workstep and you return to the **Narrow or Full Workview**, click the [icon] individual workflow icon to return to your own Workview.

Reassigning Work back to a Virtual Worker

There may be occasions where you have assigned work from the Virtual Worker to yourself into your own Current work and you need to reassign the incomplete step back to the Virtual Worker so others can access it.

Whilst in your own **Full or Narrow workview** or from the **Person/Group summary**, click on the [icon] **Incomplete work** symbol next to the step you which to reassign back to the Virtual Worker.
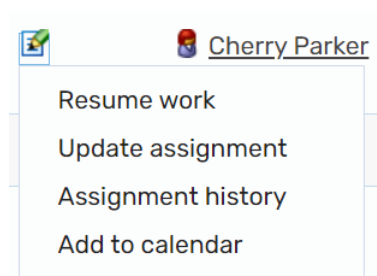
A menu option will appear and you will need to click on **Update assignment**.

An Update assignment box will appear, and you can use **Team worker** to select the Virtual Worker from the drop-down list or **Pass to worker** to search for them. Once either the Team worker or pass to worker has an entry added, click **OK** and the workstep will now be found in the Virtual Worker's Current work.

Once the workstep has been reassigned to the Virtual Worker, any worker can resume this step that has access to the **Team workview**. The step will remain in the **Incomplete work** for the Virtual Worker until Finished and will no longer reassign itself into another person's Current work unless someone purposefully does it.

Assigning Work to a Virtual Worker

Most worksteps that can be assigned to a Worker can be assigned to a Virtual Worker instead if it is appropriate to do so. Virtual Workers are used mainly by Business Support so all team members can share the work.

A worker can use the **Next actions** section within a step to assign a next action over to the Virtual Worker. Some worksteps have a drop-down option next to **Pass to worker** once an action has been selected and the Virtual Worker can be picked here.

In other worksteps, there is a **Find** button where the Virtual Worker's details need to be added in manually and searched for.

Virtual Workers are recorded with a **First Name** and **Last Name** the same as a specific worker.

To search for a Virtual Worker, the **Last Name** usually begins with a **-** followed by a word such as **Business Support**, **Duty Worker** or **Inbox**. An example of what you can add in the Last Name field is **- Business Support**. Your team or Business Support will be able to advise you of the Virtual Worker name you need.

You can also enter a **First Name** which usually refers to the more specific team and sometimes locality. It is advisable to use the **wildcard (%)** before and after the word you are typing in as there are precise naming conventions used. Examples of the **First Names** used include **CS TAC Lincoln**, **CS Barnardos** and **CS Education Psychology**.

Acting on Behalf of a Virtual Worker

Some teams have the ability to work on behalf of the Virtual Worker rather than viewing the work through the Team workview.

Workers within these teams can use the 🖳 can act for icon on the top left of the **Full or Narrow workview**. A drop down will appear once this symbol has been clicked showing the other workers you have been given access to.
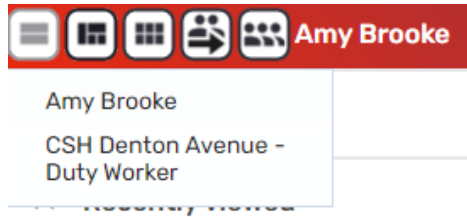
Clicking on the relevant Virtual Worker will refresh the Full or Narrow workview to display the **Allocations** and **Current work** of the Virtual Worker. Workers can **Start** or **Resume** any work whilst acting on behalf of the Virtual Worker and the work will remain in the Virtual Workers inbox rather than reallocating over to the worker completing it.
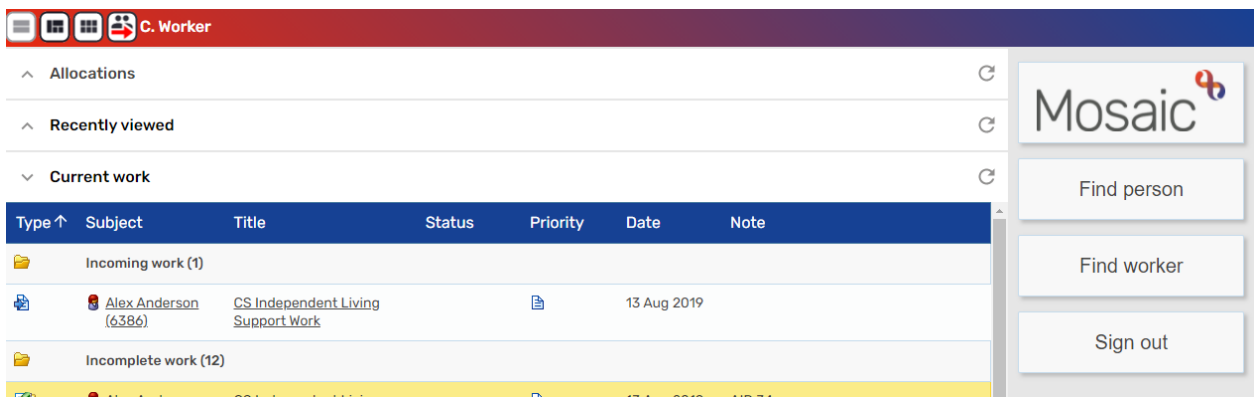
Once complete, the Worker can switch back to their own **Workview** by clicking back onto the 🔁 can act for symbol and clicking onto their own name. The screen will refresh with their own Allocations, Recently viewed and Current work.