

Setting Rank values for agents

An agent's Rank is used to decide if the agent's preferences will be satisfied during the scheduling process. Rank value is a whole number between 1 and 100 and can be assigned to each individual agent. Agents with lower rank values will be given priority when assigning shifts with preferred start time.

The screenshot displays the 'People' section of the Puzzel software. On the left, a sidebar menu includes options like Dashboard, Forecasting, Scheduling, Adherence, Reporting, People, Agents, Holidays, Shift Swaps, Shift Assignment, and Settings. The main area is titled 'People' and shows a list of agents under the 'All Agents' filter. The 'EU Agent' is selected, and their details are shown in a 'Details' panel. The 'Rank' field is highlighted with a red box and contains the value '100'. Other details include Agent ID, Personal Information (First Name, Last Name, Date Of Birth, Phone, Mobile, Email Personal), HR Details (Organization, Minimum Hours, Maximum Hours, Payroll No, Start Date, End Date), and a summary of agent information on the right side of the details panel.

Field	Value
Agent ID	
First Name	EU
Last Name	Agent
Date Of Birth	
Phone	
Mobile	
Email Personal	
Organization	
Minimum Hours	40
Maximum Hours	40
Payroll No	
Start Date	2021-09-01
End Date	
Rank	100