

Setting percentage of agents to be scheduled at their preferred start times

Planners can choose to schedule some agents to receive shifts starting at their preferred time or to ignore these agent preferences completely. When enabled, the planner chooses how many agents will be given shifts that start at their preferred times, ranging from 1% to 100%.

- Dashboard
- Forecasting
- Scheduling
- Schedule
- Schedule Calendar
- Overview
- Activity Calendar
- Schedule Jobs
- Adherence
- Reporting
- People
- Settings

Scheduling

Schedule
Schedule Calendar
Overview
Activity Calendar
Schedule Jobs

US view of EU Camp - November 2021

November
2021

Campaign...
US view of EU Camp

M	T	W	T	F	S	S	INFO
1	2	3	4	5	6	7	Awaiting Forecast
8	9	10	11	12	13	14	Awaiting Forecast
15	16	17	18	19	20	21	Awaiting Forecast
22	23	24	25	26	27	28	Awaiting Forecast
29	30	1	2	3	4	5	Awaiting Forecast

Selected Weeks

2021-11-15

☐ Preferred Shift Start Times
20 % of agents will get their preferred start times

Run Schedule