

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.

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puzzel

Dashboard

Forecasting

Scheduling

Adherence

Reporting

People

Agents

Holidays

Shift Swaps

Shift Assignment

Settings

People

Agents

Holidays

Shift Swaps

Shift Assignment

← All Agents

Filter

EU Agent
US view of EU Camp

US Agent
US view of EU Camp

King Bob

Kevin Keverson
World Domination

Mike Shrimpton

Overview

User

Skill Set

Campaign

Team

Site

Holiday

Realtime Sources

Availability

Preferred Start

Details

Personal Details

Agent ID

First Name

Last Name

Date Of Birth

EU

Agent

Phone

Mobile

Email Personal

HR Details

Organization

Minimum Hours

Maximum Hours

40

40

Payroll No

Start Date

End Date

2021-09-01

Rank

100

EA

EU Agent
EUA@agent.com

Holiday Follow: January 1, 2022

Holiday Allocation: 0

Organization:

Payroll No:

Min Hours: 40

Max Hours: 40

Start Date: September 1, 2021

End Date:

Username: EUA@agent.com

Skill Set: Game

Campaign: US view of EU Camp

Team:

Site:

Rank: 100