

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%.

The screenshot shows the Puzzel Scheduling interface. The sidebar on the left contains navigation links: Dashboard, Forecasting, Scheduling, Schedule, Overview, Activity Calendar, and Schedule Jobs. The main content area is titled 'Scheduling' and shows a 'Schedule Calendar' view for November 2021. The calendar grid displays dates from 1 to 30, with each date cell labeled 'Awaiting Forecast'. A right-hand panel shows 'Selected Weeks' with a date range of 2021-11-15. A red box highlights the 'Preferred Shift Start Times' setting, which is currently set to 20% of agents.

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

☒ Preferred Shift Start Times
20 % of agents will get their preferred start times
[Run Schedule](#)