

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 displays the Puzzel Scheduling interface. On the left is a navigation menu with options: Dashboard, Forecasting, Scheduling, Schedule, Overview, Activity Calendar, and Schedule Jobs. The main area shows a 'Scheduling' view for 'US view of EU Camp - November 2021'. A calendar grid shows dates from 1 to 30, with days of the week (M, T, W, T, F, S, S) and an 'INFO' column. All dates are marked as 'Awaiting Forecast'. On the right, a 'Selected Weeks' panel shows '2021-11-15'. Below this, a settings panel for 'Preferred Shift Start Times' is highlighted with a red box, showing a radio button that is selected and a text input field containing '20', with the label '% of agents will get their preferred start times'. A 'Run Schedule' button is located at the bottom right of the interface.