

Creating a schedule

When a forecast is completed and the agents are assigned shifts, it is possible to run the scheduling engine.

Scheduling	Day	Week	Month	Activity Calendar	Schedule Calendar	Schedule Jobs
Campaign	Date 🙌 🕅	2023-04-11	× H W			

- 1. Click on 'Scheduling' in the left menu, then Create Schedule' in the left menu.
- 2. Choose the Month, Year and Campaign to be scheduled.

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	27	28	29	30	31	1	2	Published : Mar 30, 2023	×
	3	4	5	6	7	8	9	Published : Apr 5, 2023	×
	10	11	12	13	14	15	16	Published : Apr 13, 2023	×
	17	18	19	20	21	22	23	Published : Mar 16, 2023	×
	24	25	26	27	28	29	30	Scheduled	1 ~

- 3. Pick the week that is to be scheduled.
 - Only weeks that have been forecasted can be scheduled.
 - Up to 5 weeks can be scheduled at any one time.
 - If re-scheduling a week, the week can be unpublished by clicking on the redX to the right of the week.
- 4. Chosen weeks appear at the bottom of screen.
- 5. Click 'Run Schedule'.
- 6. The scheduler will start
 - Click on 'Schedule Jobs' in the left menu to see the progress of the schedules.
- 7. To view the schedules, click on Schedule' in the left menu.