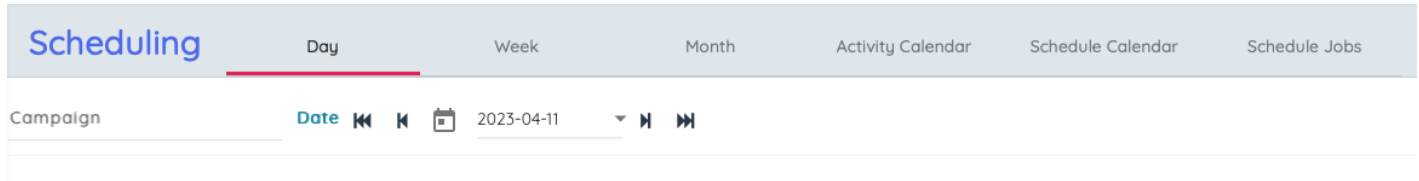
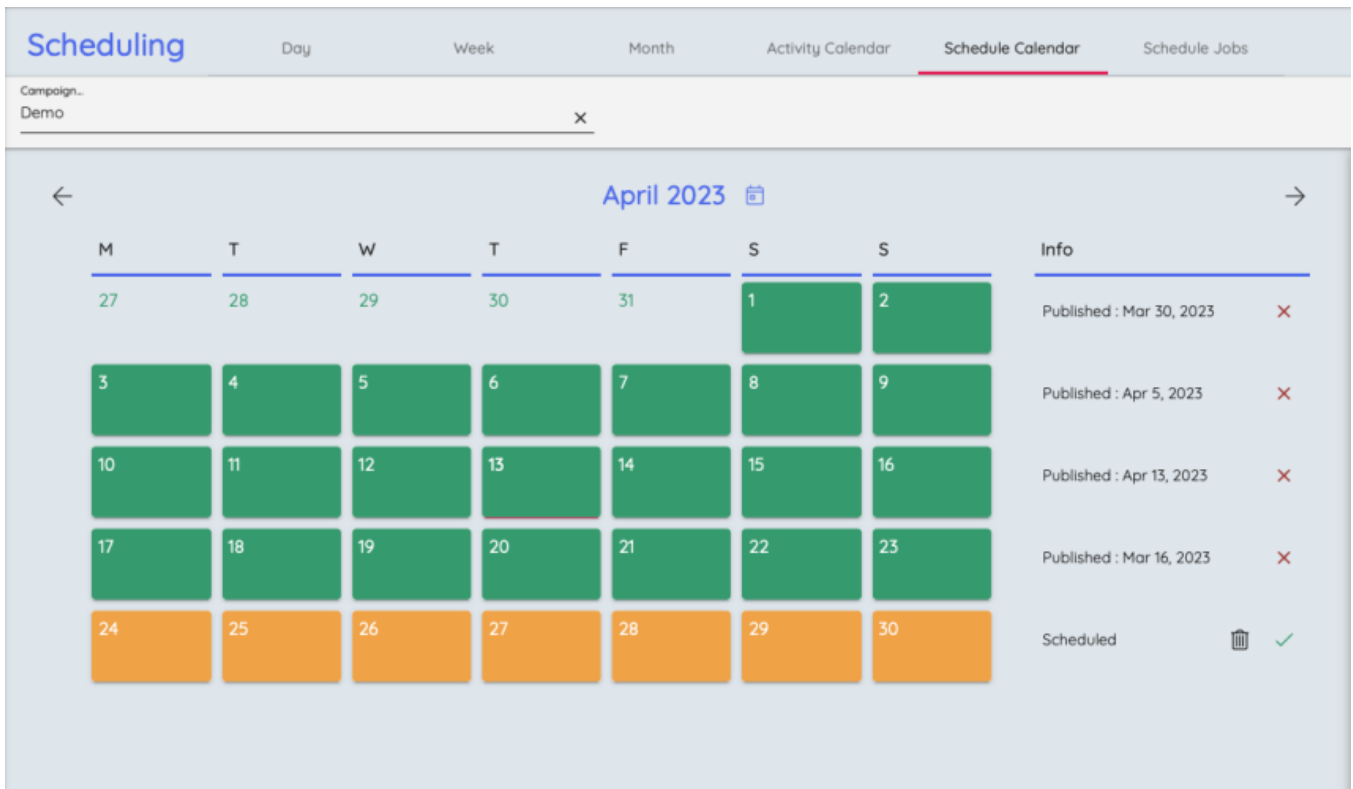


Creating a schedule

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



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.



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 - If re-scheduling a week, the week can be unpublished by clicking on the red **X** to the right of the week.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.