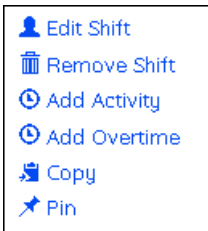


Editing a schedule

1. In the schedule screen, click the slider next to 'Edit'
2. You will now be able to drag and drop shifts, breaks, lunches and any other activity that is on screen.
3. A white border appears on the right of shifts, breaks, lunches and other activities. This allows you to stretch or shrink the item to lengthen or shorten it's duration.
4. Right clicking on an agent's timeline that DOES NOT have a shift will allow you to enter a shift or activity.



5. Right clicking on a shift will allow you to edit or remove a shift, add an activity, add overtime, copy or place a pin.
6. After copying anything, right click where you would like to paste it and click 'Paste'.
7. Clicking the Save or Refresh icons will recalculate statistics for the day or week.