

Creating recurring activities

There are 2 ways of adding recurring activities.

- In the Schedule screen
- In the Activity Calendar

Schedule Screen

1. Right click on an agents timeline.
2. Enter the Activity Type, Start and Length of the activity.
3. To have the activity reoccur, tick the box for '**Duplicate Activity**'
4. Tick the boxes for which days you want the activity to be duplicated.
5. Enter the date that the activities should stop.
6. Click Save.

Activity
Service Service11

Activity Type
Holiday

Start
15 30

Length (End 14:00)
00 30

All Day

Duplicate Activity

End Date
2020-06-28

M T W T F S
 S

Note

CANCEL SAVE

Activity Calendar

1. Right click on the date the activity starts from.
2. Choose the activity from the dropdown box, the start time and the length. Enter a note if required. Click **Next**
3. Choose the agent or agents that should attend the activity. Searching and filtering can be used.
4. Click **Next**
5. Click **Assign** to add the activity or tick the **Recurring** box.

6. Choose to repeat the activity at a specified frequency for Days, Weeks or Months.
7. Choose the end date.
8. Click Assign.

The screenshot displays the 'Scheduling' interface. At the top, there are tabs for 'Day', 'Week', 'Month', 'Activity Calendar' (selected), 'Schedule Calendar', and 'Schedule Jobs'. Below the tabs, there are dropdown menus for 'Campaign' (set to 'Demo'), 'Displayed Activities' (set to 'Absence, Sick Leave, Holiday, Medical Appt'), and 'Displayed Agents' (set to 'Agent 1, Agent 2, Agent 3').

The main area shows a calendar for 'April 2023'. The days of the week are labeled M, T, W, T, F, S, S. The dates are arranged in a grid. The date '12' is highlighted in red, indicating it is selected. To the right of the calendar, there is a panel titled '1 Selected Days'. This panel shows a list of selected days for 'Apr 12, 2023'. The list contains two entries:

- Agent 1
Holiday absence
00:00-00:00
- Agent 1
Holiday absence
All day

Each entry in the list has a trash icon to its right.