

## Campaign and date selection for scheduling

## **Campaign selection**

The campaign is selected using an autocomplete textbox. If the user has a default campaign set from previous pages, then this will be selected automatically. When clicked the first 20 campaigns will be displayed as a dropdown, this list will change as the user types.

\$	Scheduling		Day	i.			W	/eek				M	1ont	h			Activ	vity C	alen	dar		Sch	hedu	le Ca	lend	ar		Sch	nedul	le Jo	bs								
Cam	paign		Date	-	H	ē	202	3-04-	11		н	*		QU	EUE	5 F	Filte	r Ag	ents	5				í	Agent - All /	Type Agen	t Typ	oes -					Sort E Shift	star	t Asc			÷	
-	Campaign Example 1	Lock	H		M	C	ļ ķ	C	C	PI	n		Ŧ	×		~		L,																					
	Campaign Example 1 Campaign Example 2	17:00		1	00.80	I	1	09:	00			10.0	0			11:00	0			12:0	00			13:0	0			14:0	0			153	00			16.0	0		
Ser	Campaign Example 3	2.3			87	96	95	99	89	86	70	88	90	90	92	85	99	98	98	93	95	92	86	88	82	85	97	96	93	95	90	90	95	84	94	98	92	97	99
	Campaign Example 4	red			5	6	8	7	11	12	12	13	13	14	14	15	14	15	16	18	15	16	14	16	15	13	15	15	14	17	16	18	17	15	16	16	18	16	15
	OverU	nder			0	2	1	4	0	0	-3	0	1	0	1	0	6	4	4	2	2	1	0	0	0	0	2	2	1	2	1	1	2	0	1	3	1	3	6

## **Date selection**

The date to display is chosen by clicking the displayed date or calendar button which will display a calendar to select the required date. In the calendar scheduled days are highlighted green and published ones are highlighted blue.

Schedulin	ng	Day			Week		1	Month		A	ctivity	Calen	dar		Sch	nedu	le Ca	lend	ar		Sch	nedu	le Jo	bs								
Campaign			_														,	gent	Туре							Sort E	By					
Campaign Name		Date 🙀	H (		2023-04-11						ar A	gent	S					All A	Agen	t Typ	oes -				٣	Shift	Stor	t Asc			Ŧ	
🔅 🗊 Edit	Lock	H I	•	3	м т	W T		F	S	S	ł,	Í																				
06:00	07:00		08:00		Apr 2023	>			1	2			12:	00			13.0	•			140	0			15:0	00			16:0	0		
Service Level (%)	912/623		87	9	3 4	5	6	7	8	9	98	98	93	95	92	86	88	82	85	97	96	93	95	90	90	95	84	94	98	92	97	99
	Required		5	-			-				15	16	18	15	16	14	16	15	13	15	15	14	17	16	18	17	15	16	16	18	16	15
	OverUnder		0		10 11	12	13	14	15	16	4	4	2	2	1	0	0	0	0	2	2	1	2	1	1	2	0	1	3	1	3	6
	Agent 1 Agent 2				17 18	19	20	21	22	23																						
,	Agent 3																															
	Agent 4				24 25	20	21	28	29	30																						
,	Agent 5																															
/	Agent 6																															
	Agent 7				Mau 2023	`																										
	Agent 8				Hug 2025	<i>'</i>																										

The date can be moved forward or backwards by one day or week by clicking the buttons highlighted below:

Schedulir	19 Home   Scheduling		one day forwward forward	eek d		
Schedule	Schedule Calendar	one day backward	ctivity Calendar	Schedule Jobs		
	One week backward				Agent Type	Sart By
Campaign	Date H H	2020-07-15	V N QUEUES	FilterAgents	- All Agent Types -	Shift Start Asc 🔹 👻

The selected campaign and date are stored in the URL for the page so if the user refreshes they will still get the same schedule displayed rather than having to select it again. This URL can also be sent to other users so they can easily view the same schedule.