

## Setting Rank values for agents

An agent's Rank is used to decide if the agent's preferences will be satisfied during the scheduling process. Rank value is a whole number between 1 and 100 and can be assigned to each individual agent. Agents with lower rank values will be given priority when assigning shifts with preferred start time.

The screenshot displays the 'People' section of the Puzzel software. On the left, a sidebar menu includes 'Dashboard', 'Forecasting', 'Scheduling', 'Adherence', 'Reporting', 'People', 'Agents', 'Holidays', 'Shift Swaps', 'Shift Assignment', and 'Settings'. The main area is titled 'People' and has tabs for 'Agents', 'Holidays', 'Shift Swaps', and 'Shift Assignment'. Under the 'Agents' tab, there is a list of agents: 'EU Agent', 'US Agent', 'King Bob', 'Kevin Keverson', and 'Mike Shrimpton'. The 'EU Agent' is selected, and their details are shown in the 'Details' panel. The 'Rank' field is highlighted with a red box and contains the value '100'. The 'Details' panel includes sections for 'Personal Details' (Agent ID, First Name, Last Name, Date Of Birth, Phone, Mobile, Email Personal) and 'HR Details' (Organization, Minimum Hours, Maximum Hours, Payroll No, Start Date, End Date). A right-hand sidebar shows a profile card for 'EU Agent' with a red circle containing 'EA' and a list of attributes: 'Holiday Rollover: January 1, 2022', 'Holiday Allocation: 0', 'Organization', 'Payroll No', 'Min Hours: 40', 'Max Hours: 40', 'Start Date: September 1, 2021', 'End Date', 'Username: EUA@agent.com', 'Skill Set: Game', 'Campaign: US view of EU Camp', 'Team', 'Site', and 'Rank: 100'.