

Setting percentage of agents to be scheduled at their preferred start times

Planners can choose to schedule some agents to receive shifts starting at their preferred time or to ignore these agent preferences completely. When enabled, the planner chooses how many agents will be given shifts that start at their preferred times, ranging from 1% to 100%.

The screenshot displays the Puzzel Scheduling interface. On the left is a navigation menu with options: Dashboard, Forecasting, Scheduling, Schedule, Schedule Calendar, Overview, Activity Calendar, and Schedule Jobs. The main area shows a calendar for November 2021, with days 1 through 30. Each day cell is red and labeled 'Awaiting Forecast'. A right-hand panel titled 'Selected Weeks' shows '2021-11-15' with a red 'x' icon. Below this panel, a red-bordered box highlights the 'Preferred Shift Start Times' setting, which is currently set to '20 % of agents will get their preferred start times'. A 'Run Schedule' button is located at the bottom right of the interface.