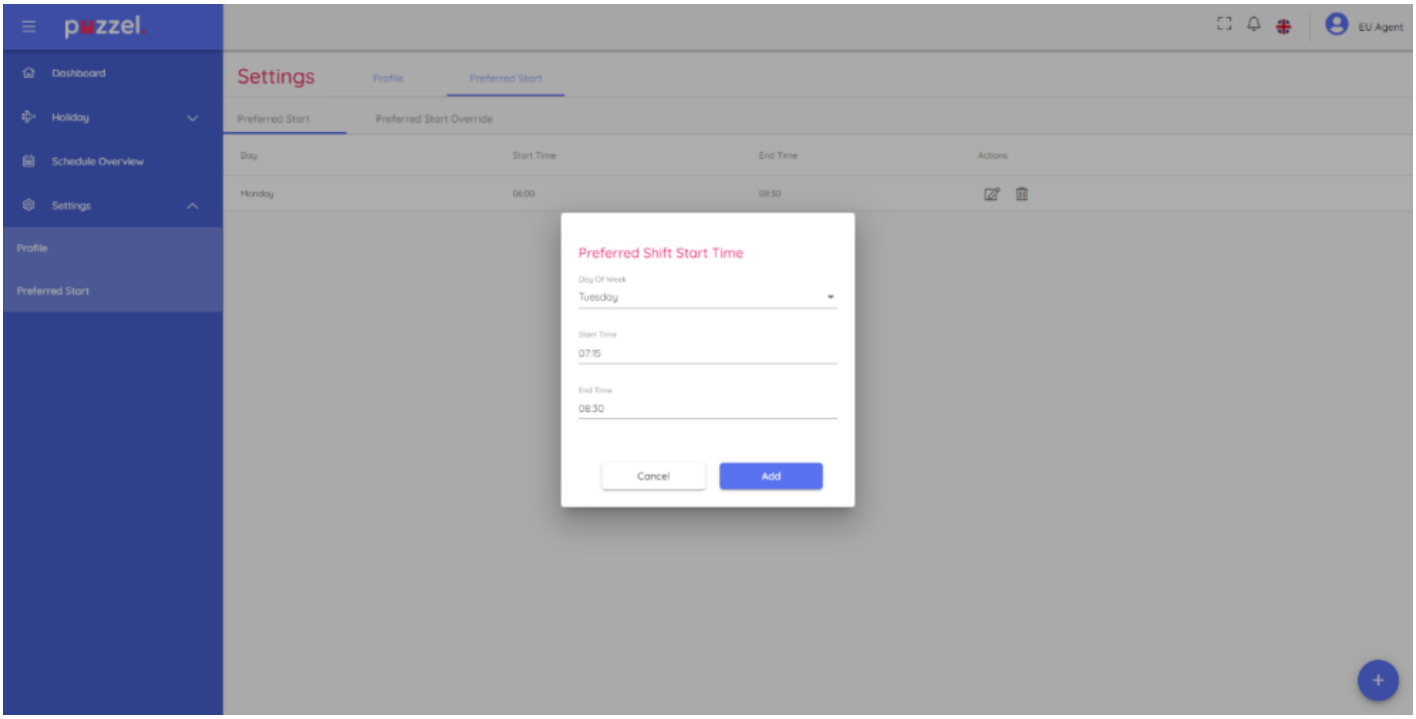
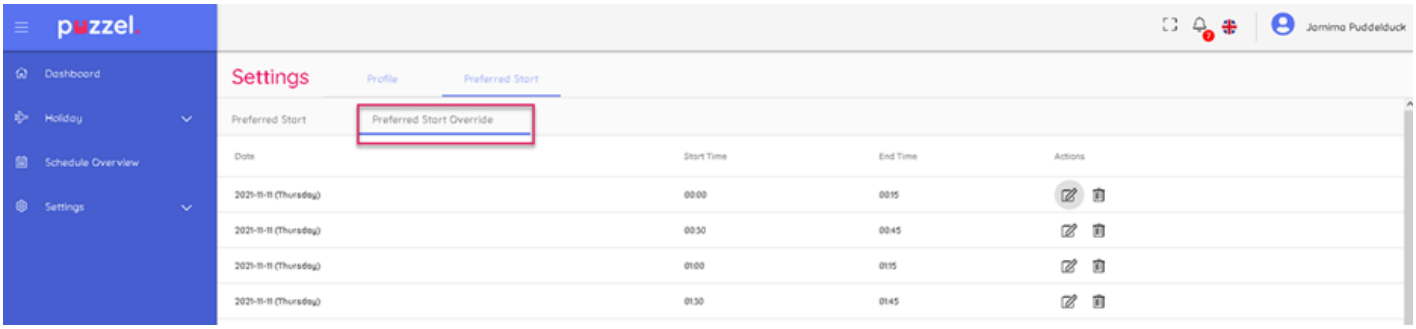
Requesting preferred shift start time

The agents can now enter time ranges for each day of the week to indicate their preferred start time for that day. Entries made on the Preferred Start page will apply to every week.



In circumstances where agent prefers a different setting on a particular occasion, they can specify different times for that date on the Preferred Start Override tab.



> **Note**
>
> Please note that for agents to use this feature, planners have to enable this for each campaign.

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