

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' management interface in the Puzzel system. The left sidebar contains navigation options: Dashboard, Forecasting, Scheduling, Adherence, Reporting, People, Agents, Holidays, Shift Swaps, Shift Assignment, and Settings. The main content area is titled 'People' and includes tabs for Agents, Holidays, Shift Swaps, and Shift Assignment. A list of agents is shown on the left, with 'EU Agent' selected. The 'Details' panel for 'EU Agent' is open, showing personal and HR information. The 'Rank' field at the bottom of the HR details is highlighted with a red box and contains the value '100'. The right sidebar shows a profile card for 'EU Agent' with contact information and a list of attributes: Holiday Rollover, Holiday Allocation, Organization, Payroll No, Min Hours, Max Hours, Start Date, End Date, Username, Skill Set, Campaign, Team, Site, and Rank.

Field	Value
Agent ID	
First Name	EU
Last Name	Agent
Date Of Birth	
Phone	
Mobile	
Email Personal	
Organization	
Minimum Hours	40
Maximum Hours	40
Payroll No	
Start Date	2021-09-01
End Date	
Rank	100