

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 'Scheduling' interface in the Puzzel application. The main area shows a calendar for November 2021, with dates 1 through 30. Each date cell is red and labeled 'Awaiting Forecast'. The calendar is organized by days of the week (M, T, W, T, F, S, S) and includes an 'INFO' column. On the right side, there is a 'Selected Weeks' panel showing '2021-11-15'. Below this, a red-bordered box highlights a control for 'Preferred Shift Start Times', which is currently set to 20%. A 'Run Schedule' button is located at the bottom right of the interface.

M	T	W	T	F	S	S	INFO
1	2	3	4	5	6	7	Awaiting Forecast
8	9	10	11	12	13	14	Awaiting Forecast
15	16	17	18	19	20	21	Awaiting Forecast
22	23	24	25	26	27	28	Awaiting Forecast
29	30	1	2	3	4	5	Awaiting Forecast