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Workforce Management Agent Help

Bidding

12/19/2025

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Bidding

Use the **Bidding** views to see and **bid on schedules** in open schedule bidding scenarios, or **bid on overtime** in open overtime offers.

Tip

The **Bidding** views are accessible from the menu bar only if your administrator has enabled schedule bidding or overtime bidding at your site. If bidding is enabled, but there are no schedule scenarios or overtime offers listed, then none are currently open for bidding.

You can also bid for time-off, see **Time-off bidding**.

Bidding on schedules

You can access scenarios only during the schedule bidding period (the period in which the bidding scenario is open for bidding). Click **Scenarios** to open a list of scenarios available for bidding. Open a scenario to view schedules and assign bids. Each row in this view displays one bidding scenario and information about each scenario is presented in these columns:

- **Scenario name**—The name of a bidding scenario.
- **Bidding end time**—The date and time that bidding for the scenario ends.
- **Days remaining**—The number of remaining days until bidding closes for the scenario.
- **Start date**—The effective start date for this schedule.
- **End date**—The effective end date for this schedule.

The effective start and end date are in your timezone.

Opening schedule bidding scenarios

The screenshot shows the 'Scenarios' section of the interface. At the top, there is a table with columns: Scenario name, Bidding end time, Days remaining, Start date, and End date. The first row is 'Bidding for January(M)' with a bidding end time of 'Jan 21, 2017 12:00 AM', 50 days remaining, starting on 'Jan 22, 2017', and ending on 'Jan 28, 2017'. An arrow points from the text 'Click name to open the scenario.' to the scenario name.

Below this table, the 'Bidding for January(M) *' scenario is expanded. It shows a blue header bar with the scenario name and three buttons: 'Add to desired', 'Add to unwanted', and 'Remove'. An arrow points from the text 'Close scenario' to the 'Remove' button. Below the buttons is a table titled 'Schedules in the scenario.' with columns: Name, Bid, #, Dates, and Paid hours. The first row shows '<Profile Agent> 9' with a bid of 0, rank of 1, dates '1/22/17-1/28/17', and 40:00 paid hours. The second row shows '<Profile Agent> 1' with a bid of 0, rank of 8, dates '1/22/17-1/28/17', and 40:00 paid hours. An arrow points from the text 'Schedules in the scenario.' to the first row of this table.

To open and view a bidding scenario:

1. In the menu bar, click **Bidding > Scenarios**.
2. In the **Scenario name** column, hover your mouse over a scenario and click the link to open it. **The schedules available for bidding are displayed in a grid.**

You can perform the following tasks in the scenario's schedule grid:

- **View** available schedules in a grid and **expand** it to see more details. You might want to do this before entering and ranking your bids.
- **Sort** or **Filter** the view of available shifts.
- **Bid on and rank** schedules by numbering them.

Entering and ranking schedule bids

To enter and rank bids, you add your selected schedules to one of two lists: **Desired** and **Unwanted**. If you select multiple schedules for either of these two lists, you'll notice that each bid is numbered (ranked) in the order that you select them. For example, if you select 3 schedules for the Desired list, your first selection is ranked 1, your second selection is ranked 2, and so on, based on the first in, first out rule. Your selections for the Unwanted list work the same way, except the ranking appears in square brackets. For example, [1], [2], and so on.

Tip

Before deciding to bid on a schedule, find out how to view the schedule details and

how to sort and filter the schedules grid, to best suit your needs. See [Viewing schedules in the scenario](#).

BiddingScenario01

Annotations:

- ② Enter and rank bids by using buttons... (points to 'Add to desired', 'Add to unwanted', 'Remove' buttons)
- ① Select schedule. (points to checkbox for '<Profile Agent> 6')
- .. or by using Actions drop-down list. (points to dropdown menu for '<Profile Agent> 6')

	Name	Bid	#	Dates	Paid hou
☐	<Profile Agent> 8	0	1	4/2/17-4/8/17	> 47:45
☒	<Profile Agent> 6	0	1	4/2/17-4/8/17	> 50:00
☐	<Profile Agent> 2		1	4/2/17-4/8/17	> 50:00
☐	<Profile Agent> 4		1	4/2/17-4/8/17	> 50:00
☐	<Profile Agent> 10		1	4/2/17-4/8/17	> 50:00

Dropdown menu for '<Profile Agent> 6':

- + Add to desired
- Add to unwanted
- x Remove

You can enter and rank your bids for available schedules in two ways:

- Using the add/remove buttons:
 1. Select a check box to select the schedule on the same line.
 2. Click **Add to Desired** or **Add to Unwanted** to add the selected schedule to the corresponding list.
 3. Click **Remove** to remove the selected schedule from either list.
- Using the Actions drop-down list:
 1. In the **Actions** column, click .
 2. Using the drop-down list, add this schedule to your desired or unwanted list, or remove it from either list.

After entering your bids, you might change your mind about the schedules you marked as Desired or Unwanted, or you might want to change the ranking for one or both of these lists. To do this, use the procedures in [Managing your bid assignments](#).