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Workforce Management Web for Supervisors Help

Adding and Editing Breaks

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Adding and Editing Breaks

Use the **Break Properties** pane to define the rules for assigning breaks during a shift.





A shift can contain up to eight breaks.

Configuring Breaks

To configure a break:

1. In the **Shifts** pane, select the shift with which you want to associate this break.
2. In the right-side pane, select **Shift Sequences**.
3. In the upper-right corner of the **Shift Sequences** pane, click **Add Break association with shift** ().

The **Breaks To Be Associated With Shifts** pane opens.

4. In this pane, do one of the following:
 - Add a new break by selecting **New**  . The new break is added to the list and can be assigned to a shift.
 - Create a copy of break by selecting it in the list and clicking **Copy**  . You can copy the break to the same site, by checking the **Copy to the Same Site** check box, or copy it to another business unit and site within the enterprise.
 - Delete a break by selecting it in the list and clicking **Delete**  . The break is no longer associated with any shift.
 - Enter search criteria in the **Search** field (for example, the name of the break) to quickly find the break you want to apply or copy.
5. To assign a break to a shift, select it and click **Apply**  . The break appears in the **Meals and Breaks Associated with this Shift** list.

Break Rules Properties

- **Break Name**—The name of the break. Use names that clearly identify the break type. The break name must be unique within the site.
- **Break Short Name**—Enter a short name of up to 3 characters to identify this break. The short name

appears in the Intra-Day and Agent Extended Schedule views.

- **Schedule State Group**—Select a **Schedule State Group** in the drop-down list.
- **Duration of the Break**—The duration of this break in one-minute increments, entered in hh:mm format.
- **Minimum Length from Shift Start**—The minimum amount of time that must pass before an agent can start this break. Enter the duration in the format hours:minutes.
- **Maximum Length from Shift Start**—The maximum amount of time that can pass before an agent starts this break. Enter the duration in the format hours:minutes.
- **Minimum Length from Shift End**—The minimum amount of time that must pass after an agent returns to work from this break until the end of the shift. Enter the duration in the format hours:minutes.
- **Fixed Position**—Determines whether the break has to occur at a specific point in the shift. Possible values are **None**, **Start of Shift**, and **End of Shift**.
- **Start Step**—The increments between break start times. For example, with a start step of 15 minutes, agents leave for the break 15 minutes apart.
- **Start Offset**—Sets how many minutes past the hour in the interval in which a break may occur that the start step calculation should begin. Use **Start Offset** to adjust the break start to a finer granularity than using only the start step alone. For example, if your **Start Step** is set to 15 and the **Start Offset** to 1, then breaks could start at 12:01AM, 12:16AM, 12:31AM, and so on. Enter values in hh:mm format.
- **Paid Time**—When selected, the break is paid.