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Workforce Management Web for Supervisors Help

Auto-Assigning Schedules

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Auto-Assigning Schedules

You reached this view by clicking **Auto-Assign Schedules**  in the toolbar.

Follow these steps to auto-assign schedules:

1. Select a **site**.
2. Select a ranking system by clicking one of these three radio buttons:
 - **Seniority** favors agents by their hire dates.
 - **Rank** favors agents by their rank, as defined by a supervisor.
 - **Seniority + Rank** favors agents by seniority first, and if that results in a tie, then uses rank as the criterion.
3. Select a target (which agents will be assigned schedules).
All Agents—Auto-assigns from the pool of all agents. Here are two uses for this option
 - You previously prepared profile schedules, not intended for bidding but for 400 new agents that you have now hired, and need to assign.
 - Bidding is resolved but you still need to assign a few profile schedules to real agents.
Bidding Agents Only (default)—Auto-assigns only those agents that were designated as eligible to bid, in the Bidding Candidates Selection dialog.
4. Click **OK** to begin the auto-assignment process or **Cancel** to abandon it.