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Workforce Management Web for Supervisors Help

Schedule Bidding Report

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Schedule Bidding Report

Important

- You can generate this report only if you have the Schedule Bidding Report security right (which is granted by default). See the [Configuration > Roles](#) topics for more information about security privileges.
- The scenario that will provide data for the report must have real agents assigned to all profiles.
- The report displays only bidding candidates, not all Agents and Teams.

To create a [Bidding](#) Report:

1. On the **Reports** tab, select **Schedule Reports** from the Views menu.
2. Select **Schedule Bidding Report** from the list in the Objects pane.
The Reports Wizard's first screen, **Header**, appears.
3. On the **Header** page, you have two optional choices:
 - To print a header on the report, select **Show Header** and type your header text into the text box.
 - To output the report in .csv format, select **Create report with .csv friendly format**.

Click **Next**.

4. On the **Scenarios** page, select the appropriate schedule scenario and click **Next**.
5. On the **Data** page, select the appropriate Agents or Teams and click **Next**.
6. On the **Date Range** page, select one of three Data Types To Show:
 - **Shift Start/End Time**
 - **Total Paid Hours**
 - **Shift or Schedule State Names**

Select one of two **Sort Options**: **By Agent Name** or **by Agent's Position**.

7. Click **Finish**.
The report appears in the [Report Viewer](#).

Understanding the Bidding Report

Site [header]	The site name and time zone.
Date Range [header]	The dates covered by the report, and time period covered each day.

Ranking System [header]	The type of ranking system used to auto-assign the shifts.
Agent	The agent whose information is displayed.
Team	The name of the Agent's team.
Position	<p>The agent's position in the site, based on the selected ranking system.</p> <p>The ranking system can be an agent's rank or seniority or combination of rank and seniority. The higher ranked or more senior (by hiring date) agents get the top positions. The position is always calculated based on all available site agents and is not dependent on the pool of agents in the particular bidding process.</p>
Week	The week that is being documented in the same row.
Bid	Agent's original bid number for assigned schedule. Unwanted bids appear in brackets [2]. No value is display if the agent did not bid.
Days of the Week	Each column (Sun, Mon, Tue, Wed, Thu, Fri, Sat) displays data of the type specified in Data Type To Show .
Paid Hours	The Total of paid hours for the week.