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Workforce Management Agent Help

Using patterns for availability preferences

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Using patterns for availability preferences

Create *availability patterns* to let your supervisor know your availability preferences, indicating the start and end times you prefer to work in a single week or multiple weeks. Your availability patterns can specify different start and end times for each day, but once you create the *pattern* you can reuse it multiple times. Availability patterns are displayed in the **Preferences > Availability Patterns** view.

Tip

When adding or editing preferences, you can select your preferred time zone. When you create availability preferences, the time zone you chose is applied to the start and end times that are specified in availability patterns. The start and end time values in the pattern itself will be in the chosen time zone and do not change if the time zone changes.

Use the **Availability Patterns** view to:

- **Create**, **edit**, or **delete** an availability pattern.
- **Create** an availability preference based on an availability pattern.

Watch this video to see an overview of using availability patterns:

[Link to video](#)

Creating availability patterns

The screenshot shows a 'Create Pattern' dialog box. At the top, there is a 'Description' text area. Below it is a table with columns for 'Start time' and 'End time' for each day of the week (Sunday through Saturday). Each time field is currently set to '12:00 AM'. To the right of each time field is a checkbox labeled 'Next day', all of which are checked. At the bottom left is a 'Cancel' button and at the bottom right is a 'Save' button. Handwritten annotations include an arrow pointing to the 'Description' field with the text 'Enter a name for this pattern or other descriptive information.' and another arrow pointing to the 'Start time' and 'End time' fields with the text 'Add preferred start and end times, checking "Next Day", as necessary.'

Create Pattern

Description

	Start time	End time	
Sunday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/> Next day
Monday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/> Next day
Tuesday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/> Next day
Wednesday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/> Next day
Thursday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/> Next day
Friday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/> Next day
Saturday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/> Next day

Cancel **Save**

To create a new availability pattern:

1. In the Availability Patterns view, click **New**.
The Create Pattern dialog box opens.
2. In the **Description** field, enter a name for the pattern.
3. Enter the **Start time** and **End time** (in hours and minutes) for each day of the week.

Start and end times are displayed in 12- or 24-hour format, depending on your computer's regional settings.

You cannot leave start and end times blank.

4. Select **Next Day** for any end times that run into the next day.
5. Click **Save** (or **Cancel** to discard the changes and close the dialog box).

Editing patterns

The screenshot shows the 'Availability Patterns' interface. At the top, there are buttons for 'New', 'Delete', and '+ Make Preference'. Below these is a table of patterns. The first pattern is 'AP01: Short Sunday'. A handwritten arrow points to the 'Edit' icon (a pencil) next to this pattern, with the text 'Click "Edit" in the pattern you want to use.' and a circled '1'.


The 'Edit Pattern' dialog box is open. It has a 'Description' field containing 'AP01: Short Sunday'. A handwritten arrow points to this field with the text 'Add a description.' and a circled '2'.

Below the description field are fields for 'Start time' and 'End time' for each day of the week. The 'Start time' for Sunday is '08:00 AM' and the 'End time' is '04:00 PM'. For Monday through Saturday, the 'Start time' is '12:00 AM' and the 'End time' is '12:00 AM'. There are checkboxes for 'Next day' for each day. A handwritten arrow points to the 'End time' field for Saturday, with the text 'Make the changes in the start/end time fields' and a circled '3'.

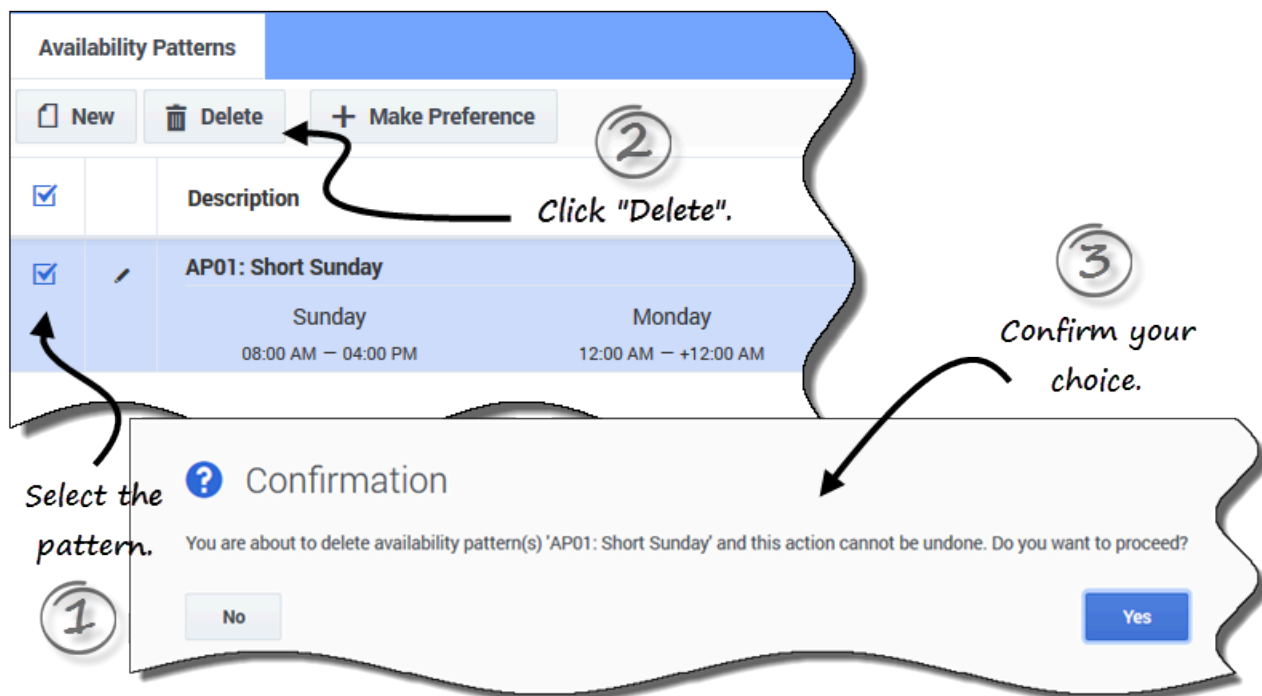
At the bottom of the dialog box are 'Cancel' and 'Save' buttons.

Day	Start time	End time	Next day
Sunday	08:00 AM	04:00 PM	<input type="checkbox"/>
Monday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/>
Tuesday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/>
Wednesday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/>
Thursday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/>
Friday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/>
Saturday	12:00 AM	12:00 AM	<input checked="" type="checkbox"/>

To edit an existing availability pattern:

1. Click **Edit**  beside the Availability Pattern you want to edit.
The Edit Pattern dialog box opens.
2. In the **Description** field, add a brief description for this pattern.
3. Change the start times and end times, selecting **Next Day**, if applicable.
4. Click **Save** (or **Cancel** to discard the changes and close the dialog box).

Deleting patterns

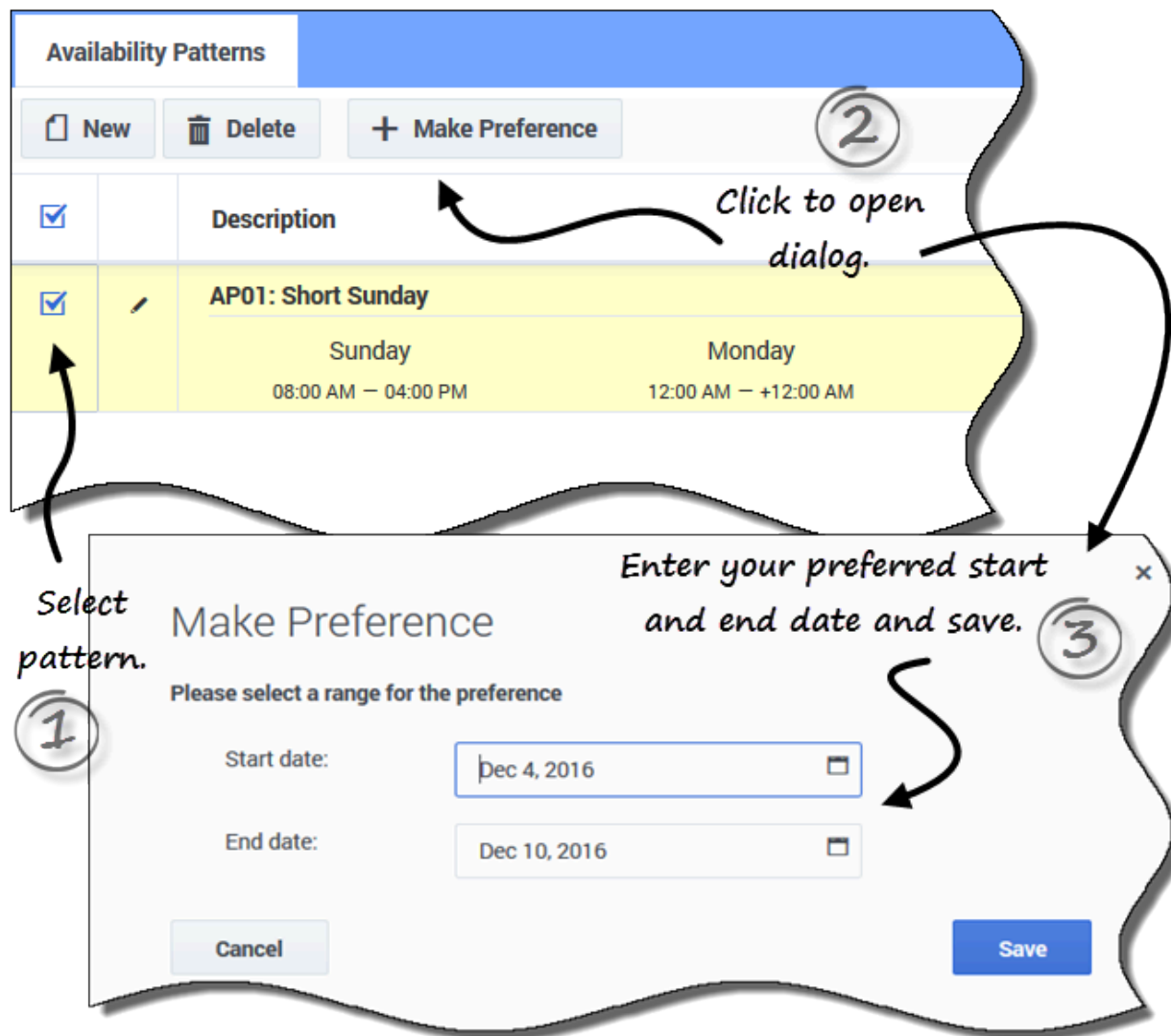


To delete an availability pattern:

1. Click the check box beside the Availability Pattern you want to delete.
2. Click **Delete**.
3. When the Confirmation dialog opens, click **Yes** to delete the pattern or **No** to cancel the action.

Using patterns to make preferences

When you *make a preference* in this view you are using an existing availability pattern to add your availability preference. You can also add availability preferences for individual days. See [Adding availability preferences](#).



To make an availability preference using an existing pattern:

1. Select the check box beside the Availability Pattern you want to use for this preference.

2. Click **Make Preference**.
The Make Preference dialog box opens.
3. In the Start date and End date fields, enter the applicable date range for your preference.
4. Click **Save** (or **Cancel** to discard the preference and close the dialog).

You can view the preferences you made using availability patterns in the [Calendar](#) or [Details](#) view. To edit or delete the preferences you made using availability patterns, see [Editing preferences](#) or [Deleting preferences](#).