Workforce Management Web for Agents Help (Classic)

My Schedule

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Contents

My Schedule

The menu bar across the top of the My Schedules pane offers the following Web Services Menu Options: Schedule, Trading, Preferences, Time Off, Bidding, and Configuration. You might not see all of these items on your Menu Bar, depending on the options that have been configured for you.

The schedule itself displays colored graphical schedule bars and a drill-down schedule details section. Each line of the details section contains a small box whose color matches the corresponding portion of the schedule bar, in browsers such as Chrome, FireFox, and Internet Explorer.

Visual cues in the details view include full names of selected exceptions, breaks, and other items.

If your site allows schedule trading, this pane also displays trading messages and controls with the following contents:

Control	Description
Trading *message box*	This area, near the bottom of the window, alerts you to any open trade proposals or responses. It does so with a message of the form "You have unanswered trade requests." This message is a link; click it to open the Personal Proposals window (if you have trade proposals from others) or open the My Proposals window (if you have responses to your trade proposals).
Create trade proposals *button*	Opens the create trade proposals window, where you can create new trade proposals for the days whose check boxes you select below. **Note:** This button is hidden if this optional functionality is not enabled for you.
Add Exception *button*	Opens the Add Exception dialog box, where you can add an Exception for the day(s) that you have selected in this view. You can also enter a memo to provide more information about the exception, if necessary. **Note:** This button is hidden if this optional functionality is not enabled for you.
 **Print Schedule** *button*	The Print Schedule button displays a Print Preview window of the agent's schedule for the current week, including all details. Click **Print Schedule** to start the standard Windows print process for the currently displayed schedule.
☐ check boxes	Select the check box in the table's first column for each day for which you want to create trade proposals or add exceptions. Then, click Create Trade Proposals or Add Exception.
Date	Shows each date during the week.

Control	Description
and icons	Click the icon to display the details for this date in a "drop-down" format. Click the icon to hide the details.
Paid hours *for this date*	Shows how many hours of paid work you are scheduled for on each day.
Schedule Details *for this date*	Shows what activities you are scheduled to perform each day. This column also shows break information.
Start Time *for this date*	Shows when you are scheduled to start your shift and the start time for each activity and break during your workday.
End Time *for this date*	Shows when you are scheduled to end your shift and the end time for each activity and break during the workday.

Add Exception Dialog Box

Exceptions define periods of time when you are engaged in non work activities or are absent, such as in training or meetings. Supervisors or managers configure a set of Exceptions that can be used in your site, based on business requirements. To add an exception to your schedule, select day(s) in the schedule, and click the **Add Exception** button. The **Add Exception** dialog box appears, with the following controls:

Control	Description
Exceptions *drop-down list*	Select an exception from this list, if it is configured to appear.
Full Day Exception *check box* (read-only)	If the selected exception is a Full Day exception, this check box is selected. If the selected exception is not a Full Day Exception, this check box is cleared.
Allowed Range:	Your supervisor specifies the start and end dates in this date range. You can specify the exact Start Time and End Time for the exception. (Specify place for exception pane) or specify a range that WFM can use to decide the Start Time and End Time for the exception (Find place for Exception pane). **Note:** Both panes cannot be displayed at the same time.
Specify place for exception *pane*	Click this phrase to expand or minimize this pane, which contains choices that specify a Start Time, End Time, and Paid Time for the exception.
Specify place for exception *fields*	Select or enter hours and minutes values in the drop-down fields **Start Time** and **End Time** of the

Control	Description
	selected exception. The start time must occur before the end time. The hours 12AM ... 12PM represent times in the current day; the times +12AM ... +12PM represent times in the next day. Select or enter hours and minutes values in the drop-down field Paid Time of the selected exception. The check box of each selected weekday is selected by default. You can clear one or more check boxes to exempt the corresponding day(s) from your choices.
Find place for Exception *pane*	Click this phrase to expand or minimize this pane, which contains choices that specify a range of possible Start Times and End Times. WFM will make the actual choices, within this range.
Possible dates *fields*	The **Earliest Start** and **Latest End** fields are for display only; you already selected this range of days before you clicked the Add Exception button.
Possible times *fields*	Select or enter hours and minutes values in the drop-down fields **Earliest Start** and **Latest End**. The start time must occur before the end time. The hours 12AM ... 12PM represent times in the current day; the times +12AM ... +12PM represent times in the next day
Duration	Select or enter hours and minutes values for the drop-down fields.
Possible weekdays	Clear the check box for each weekday that is to be excluded as "possible"; all are selected, by default. **Note:** Weekdays that are selected in the My Schedule view only are available in the Find place for Exception and Specify place for Exception panes.

Warnings Versus Errors

If WFM displays:

- Warnings—The exception is inserted into the schedule as a pending change.
- Errors—The exception is not inserted into the schedule.

Pending Changes

WFM Web for Agents displays changes which are requested but not yet approved in a Pending Changes table, which appears directly below the Agent's schedule. Click the **Undo Changes** link in the leftmost column of any pending change, to cancel your request.