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Workforce Management Web for Agents Help (Classic)

Bidding

Bidding

Use the schedule bidding window to bid on schedules. You can access a bidding scenario only during the Schedule Bidding Period (the time period between the Start Date/Time and End Date/Time for bidding).

Tip

You will not see Bidding in the menu bar, if the Administrator in your contact center has not enabled it.

To access a bidding scenario:

1. At any window, click the **Bidding** link on the menu bar.
2. At the **Bidding Scenarios View**, select a bidding scenario.
If no bidding scenarios are listed, there are no scenarios currently open for bidding.
3. At the **Bidding Assignment Pane**, perform any of these tasks:
 - **Sort** or **Filter** the view of available shifts.
 - **Rank the schedules** and bid on them by numbering them 1, 2, 3 and so on. You can view and revise your bids up until the End Date/Time in separate **Desired** or **Unwanted** lists.