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Workforce Management Supervisor Help

STOL Wizard: Specify Weekly Pattern

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Use the table on the **Specify Weekly Pattern of Possible Days Off** page in the Set Time-Off Limits Wizard (STOL Wizard) to design a weekly pattern of possible days off for agents, by specifying the percentage of possible days off for agents for each weekday.

Tip

This page is part of the wizard only if you selected the **Estimate possible days off** check box on the previous (**Choose Dates**) page.

The table has seven rows, one for each weekday (Sunday through Saturday) row, and these columns:

Weekday	Displays the day of the week for the date in this row.
% of days off	Enter a number to specify the percentage of agents who will receive a day off on each weekday. This is the only editable column in the table, and it can be empty to specify that no value was specified. The value in this column cannot exceed the value in the Max % column.
Agents with days off	This column displays the calculated number of agents, in decimal format, using the entered percentage in the % of days off column.
Max %	The maximum percentage of agents who can receive a day off.
Total agents	The calculated total number of available agents, averaged for each weekday in the period.
Standard %	The <i>standard</i> percentage of total agents who can receive a day off, estimated according to the minimum/maximum number of days off per week and the minimum/maximum number of weekend days off.

Buttons

- Click **Next** to continue or **Finish** to end the wizard.
- Click **Cancel** to abandon the wizard and make no changes.