



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Web for Supervisors Help

Adding and Editing Breaks


Adding and Editing Breaks

Use the **Break Properties** pane to define the rules for assigning breaks during a shift.





A shift can contain up to eight breaks.

Configuring Breaks

To configure a break:

1. In the **Shifts** pane, select the shift with which you want to associate this break.
2. In the right-side pane, select **Shift Sequences**.
3. In the upper-right corner of the **Shift Sequences** pane, click **Add Break association with shift** ().

The **Breaks To Be Associated With Shifts** pane opens.

4. In this pane, do one of the following:
 - Add a new break by selecting **New** . The new break is added to the list and can be assigned to a shift.
 - Create a copy of break by selecting it in the list and clicking **Copy** . You can copy the break to the same site, by checking the **Copy to the Same Site** check box, or copy it to another business unit and site within the enterprise.
 - Delete a break by selecting it in the list and clicking **Delete** . The break is no longer associated with any shift.
 - Enter search criteria in the **Search** field (for example, the name of the break) to quickly find the break you want to apply or copy.
5. To assign a break to a shift, select it and click **Apply** . The break appears in the **Meals and Breaks Associated with this Shift** list.

Break Rules Properties

- **Break Name**—The name of the break. Use names that clearly identify the break type. The break name must be unique within the site.
- **Break Short Name**—Enter a short name of up to 3 characters to identify this break. The short name

appears in the Intra-Day and Agent Extended Schedule views.

- **Schedule State Group**—Select a **Schedule State Group** in the drop-down list.
- **Duration of the Break**—The duration of this break in one-minute increments, entered in hh:mm format.
- **Minimum Length from Shift Start**—The minimum amount of time that must pass before an agent can start this break. Enter the duration in the format hours:minutes.
- **Maximum Length from Shift Start**—The maximum amount of time that can pass before an agent starts this break. Enter the duration in the format hours:minutes.
- **Minimum Length from Shift End**—The minimum amount of time that must pass after an agent returns to work from this break until the end of the shift. Enter the duration in the format hours:minutes.
- **Fixed Position**—Determines whether the break has to occur at a specific point in the shift. Possible values are **None**, **Start of Shift**, and **End of Shift**.
- **Start Step**—The increments between break start times. For example, with a start step of 15 minutes, agents leave for the break 15 minutes apart.
- **Start Offset**—Sets how many minutes past the hour in the interval in which a break may occur that the start step calculation should begin. Use **Start Offset** to adjust the break start to a finer granularity than using only the start step alone. For example, if your **Start Step** is set to 15 and the **Start Offset** to 1, then breaks could start at 12:01AM, 12:16AM, 12:31AM, and so on. Enter values in hh:mm format.
- **Paid Time**—When selected, the break is paid.