Workforce Management Web for Supervisors Help

Options Dialog (Weekly View)

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Open the **Options** dialog by clicking **Options** in the **Actions** toolbar or selecting **Options** in the **Actions** menu.

To configure options on the **Options** tab:

- Select the **Show agents with granted and scheduled rotating pattern or any other calendar preference** check box.

    When the check box is selected, the grid shows the schedule days that contain such an item. A red check box and **Agent** icon appears in the leftmost column (labeled "**!**") for every agent who meets these conditions.

> ## Tip
> You can use this tool to learn whether an agent was given a schedule based on a schedule preference, which might influence your decision to modify this agent's schedule. This icon is displayed only if the agent was given a rotating pattern or preference (such as for time off) as a result of building a schedule. If an agent's schedule is manually edited to give him or her one of his or her preferences, or a schedule from a rotating pattern, then the icon will not be displayed.

To configure options on the **Columns** tab:

- Select **Agent Rank** to add a column to the **Weekly View** grid that displays an agent's **Rank value**.
- Select **Site Name** to display the **Site** column.