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Workforce Management Web for Supervisors Help

[Select Agents](#)

Select Agents

Use the Intra-Day Schedule Rebuild Wizard's **Select Agents** screen to select one or more teams or agents within a team.

1. Under **Select Agents**, you can expand business units and sites to display agents. The tree shows only those agents who have the skills that are required for the scheduled activities.

You can select individual agents from multiple teams, or you can select whole teams or the whole site.

A highlighted background appears around the names of Agents whose schedule was edited in the selected date range after the last build or rebuild.

2. Select **Do not rebuild modified agent schedules** to exclude agents whose schedules have already been changed from the last time the schedule was built, re-built, or published.
3. Click **Next** (or **Finish** if that is offered instead).