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Workforce Management Web for Supervisors Help

Swap Agent Schedules Wizard

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Swap Agent Schedules Wizard

Use the **Swap Agent Schedules Wizard** to swap the schedules of two agents in the same schedule scenario or **Master Schedule**:

Tip

When swapping shifts or schedules, select agents within the same site only

1. Click the **Swap** button on the **Actions** toolbar of an **Intra-Day**, **Agent-Extended**, or **Weekly** view.
 - For **Weekly** view, the **Select Date and First Agent** screen opens. Continue with **Step 2**.
 - For **Agent-Extended** or **Intra-Day** view:
 - If you previously selected an agent, the **Select Second Agent** screen opens. Continue with **Step 5**.
 - If you select no agent, the **Select Date and First Agent** screen opens. Continue with **Step 2**.
2. Select the **Start Date** and **End Date**.
These dates must lie within the schedule scenario's date range.
3. From the **Select Agent** list, select the first agent.
In this hierarchical list, you can expand business units to display sites, teams, and agents. You can select a single real or profile agent.
4. Click **Next**.
The Wizard's second screen, Select Second Agent, opens.
5. From the **Select Agent to Swap with** list, select the agent with whom you want to swap schedules.
You can select a single real or profile agent.
6. Click **Finish**.

If the swap is successful, the wizard closes and returns you to the view from which you opened it.