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Workforce Management Web for Agents Help (Classic)

Adding and Editing Availability Preferences

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Use the Preferences Overview pane to add your Availability preferences:

1. Click **Add Availability**.
2. In the **Date** drop-down menu, select a date.
3. Enter a **Start Time, End Time** (check **Next Day**, if applicable)
4. In the **Comments** field, enter any applicable comments.
5. Click **OK** to submit the entry, or **Cancel** to discard it and close the window.

Editing Availability Preferences

Use the Preferences Overview pane to edit Availability preferences. See [Editing and Deleting Preferences](#).