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Workforce Management Web for Agents Help (Classic)

Adding and Editing Shift Preferences

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First, find out why you would use Preferences. See [Preferences and Patterns](#).

Use the **Preferences Overview** pane to add your shift preferences:

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

Important

When adding a shift to your preferences, you will see fewer available start times or possibly no applicable start times, depending on the time zone you selected. In this case, select either the site time zone or try another time zone.

Editing Shift Preferences

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