# Workforce Management Web for Agents Help (Classic)

Bidding Assignment Pane

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# Contents

# Bidding Assignment Pane

You reached this pane by clicking on the name of a bidding scenario in the Bidding Scenarios view.

As an agent, you can only access a bidding scenario for a specific period of time, which is known as the bidding window. The bidding window closes on the date and time that are labeled Bidding End Time in the upper left portion of the screen.

## To Modify and Navigate the Display:

1.  Click one of these controls:

| Control | Description |
| --- | --- |
| **Sort** button | Sort the rows by day of the week, earliest shift start, earliest meal start, total weekly paid hours, ascending or descending. |
| **Filter** button | Filters the rows by days of the week, days off, shift start, first meal start time. |
| **View** drop-down menu | Display schedule information in the grid below, in one of these selected formats: start/end time, shift name, total daily paid hours, meals start/end times. |
| **All** button | Display all schedules regardless of how your ranked them (default). |
| **Desired** button | Display only the schedules that you ranked as Desired. |
| **Unwanted** button | Display only the schedules that you ranked as Unwanted. |
| **Previous *n*** button | Display the previous n schedules. |
| **Next *n*** button | Display the next page, which contains n schedules (except for the final page, which may contain fewer). |

2.  Click the **Apply** button, or click **Cancel** to abandon the dialog without making your changes.

## To Rank a Schedule:

1.  Select the check box in the far right column for each schedule that you wish to affect.
2.  Click one of these controls to indicate your bids:

| Control | Description |
| --- | --- |
| **Add to Desired** button | Rank the selected schedules by adding them to the Desired view. Immediate results appear, as a ranking number in the Bid column of each selected shift. (These numbers are unique and consecutive, starting with one: 1, 2, 3, 4...) |

| Control | Description |
|---|---|
| **Add to Unwanted** button | Rank the selected schedules by adding them to the Unwanted view. Immediate results appear, as a [bracketed] ranking number in the Bid column of each selected shift. (These numbers are unique and consecutive, starting with one: 1, 2, 3, 4...) |
| **Remove** | Remove all selected schedules from the Desired or Unwanted current views. (You cannot remove anything from the All view.) |

## The Schedules Grid

The grid displays information about the available schedules. The information varies depending on the View selected. Default: **Start/End Times**. The grid columns are:

| Grid Column | Description |
|---|---|
| **Name** | Displays the schedule name and week numbers if the schedule bid is longer than one week. |
| **Days of the Week** | Each column displays schedule information for a day of the week, depending on the View selected. The Views are named (and they display the corresponding named values) for each day's shift and total for the week:<br><br>• **Shift Start/End Times**<br><br>• **Shift Names**<br><br>• **Total Daily Paid Hours**<br><br>• **Meals Start/End Times**<br><br>**Note:** Regardless of the View selection, this column can also display the name of full day activity which is not a shift and/or does not have Time defined. |
| **#** | Displays the number of instances of this exact schedule that are available to be bid on across the contact center. For example, if the number in this column is 3, then 3 different agents can be granted this particular schedule. |
| **Weekly Totals** | Displays the total paid hours for the week, for each schedule. |
| **Bid** | Displays your current bid for this particular schedule. |
| **Check box** | Displays a check box for each schedule bid. How to use it:<br><br>• Select a check box to select the schedule on the same line. |

| Grid Column | Description |
|---|---|
| | • Click Add to Desired or Add to Unwanted to add the selected schedule to the corresponding list.<br><br>• Click Remove to remove the selected schedule from the list that it is currently on.<br><br>• You can select multiple schedules. |