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Workforce Management Web for Agents Help (Classic)

Using Patterns for Availability Preferences

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Using Patterns for Availability Preferences

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

You can [create](#), [edit](#), or [delete](#) availability preferences, as described in this help topic.

Important

You cannot edit or delete a Granted availability preference.

Creating Availability Preferences

You can create (add) availability preferences in two ways:

1. Use the [Preferences Overview](#) pane to enter preferences one day at a time.
2. Use an [availability pattern](#), which allows you to specify availability for a range of days at once.

Creating Availability Preferences Using Patterns

To create an availability preference using an availability pattern:

1. In the Preferences window, click **Availability Patterns**.
The Availability Patterns tab appears.
2. At the top left, select the pattern that you want to use to create the preference.
3. Click **Make Preference**.
The Make Preferences window opens.
4. Enter your preference **Start Date** and **End Date**.
5. Click **Apply**.

Using the Edit Weekly Preferences Window

To create an availability preference using the Edit Weekly Preferences Window, follow the instructions in [Adding and Editing Availability Preferences](#). When you create the preference, select the

Availability check box.

Editing Availability Preferences

To edit availability preferences:

- Use the Preferences Overview pane to edit preferences one day at a time. See [Editing and Deleting Preferences](#).
- Use an the Availability Patterns pane to edit availability for a range of days at once. See [Editing Availability Patterns](#).

Deleting Availability Preferences

Use the Preferences Overview pane to delete preferences one day at a time. See [Editing and Deleting Preferences](#).