Workforce Management Web for Agents Help (Classic)

Time-Off Limits Grid

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Time-Off Limits Grid

The Time-Off Limits grid opens when you select dates in Time Off calendar and click **New** or **Edit**.

The grid area displays time-off limit information for the dates that were selected in the main Time-Off Planner view. Each day of the agent's schedule appears in a separate row, divided into timesteps. Dates that are not in sequential order are visually separated by empty narrow rows.

Grid Columns and Controls

Date displays the date and weekday for each row.

Timesteps displays each timestep as a cell in a grid. Point the cursor at a timestep to display the time-off limits for that timestep in a pop-up window.

Full view check box above the grid expands and compresses the display.

- Select this check box (the default setting) to compress the display: each hour in the grid gets a header title.

- Clear this check box to expand the display: each 15-minute timestep gets a header title, and each cell in the grid displays its time-off limit value as an integer rounded downward.

Grid Characteristics

Each cell in the grid presents a color code for the time-off limit of the timestep that it represents:

- **Red**—The time-off limit for this timestep is 0 or less.
- **Green**—The time-off limit for this timestep is 1 or more

> ### Important
> If you are deleting or recalling time-off items, the grid and the **Full View** check box do not appear.