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Workforce Management Web for Agents Help (Classic)

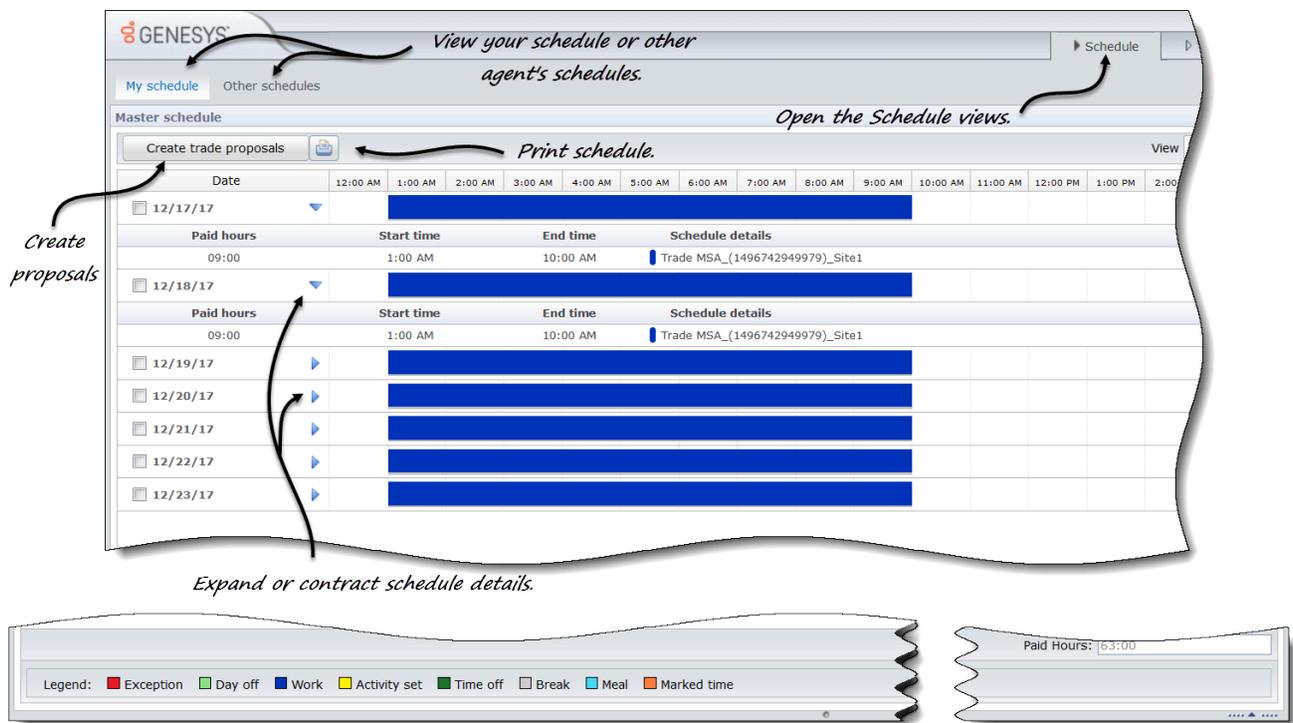
[Schedule](#)

Schedule

The **Schedule** window provides access to two views:

- The **My Schedule** view displays your schedule information for the current week.
- The **Other Schedules** view displays other agent's schedules

Working in My Schedule view



Use the **My Schedule** view to:

- View your current weekly schedule and its details, such as your shift start and end times, paid hours, and assigned activities.
- View your schedule for other weeks by **changing the date**.
- See where your break, meals and exceptions occur in your schedule, using the color-coded **legend**.
- **Create trade proposals**.
- **Add exceptions** to your schedule.
- Print your schedule.

The Legend at the bottom of your schedule explains colors in your schedule, indicating exceptions, days off, work items, activity sets, time off, breaks, meals, and marked time.

Working in Other Schedules view

The screenshot shows the 'Other Schedules' view in the GENESYS interface. At the top, there are two dialog boxes: 'Filter' and 'Find an agent'. The 'Filter' dialog has radio buttons for 'People I work with', 'My team', 'My site', and 'My business unit'. The 'Find an agent' dialog has a search field and radio buttons for 'First name' and 'Last name'. Below these is a table with columns for days of the week and rows for agents. A tooltip for 'AgentF02 AgentL02' is open, showing 'Paid hours', 'Schedule details', and 'Hours'. Handwritten annotations include: 'Sort the list of agents in ascending or descending order.' pointing to the 'Agent name' column header, and 'Click to open other agents schedule details.' pointing to the tooltip.

Agent name	Site	Team	Sunday	Monday	Tuesday	Wednesday	Thursday
AgentF01 AgentL01	Site1 (BU1)	Team1_1	1:00 AM - 10				
AgentF02 AgentL02	Site1 (BU1)	Team1_1	1:00 AM - 10				
AgentF03 AgentL03	Site1 (BU1)	Team1_1	1:00 AM - 10	1:00 AM - 10			
AgentF04 AgentL04	Site1 (BU1)	Team1_1					
AgentF05 AgentL05	Site1 (BU1)	Team1_1					
AgentF06 AgentL06	Site1 (BU1)	Team1_1					
AgentF07 AgentL07	Site1 (BU1)	Team1_2					
AgentF08 AgentL08	Site1 (BU1)	Team1_2					
AgentF09 AgentL09	Site1 (BU1)	Team1_2					
AgentF10 AgentL10	Site1 (BU1)	Team1_2					
AgentF11 AgentL11	Site2 (BU1)	Team2_1	12:30 PM - 9				
AgentF12 AgentL12	Site2 (BU1)	Team2_1	12:30 PM - 9				
AgentF13 AgentL13	Site2 (BU1)	Team2_2	12:30 PM - 9				
AgentF14 AgentL14	Site2 (BU1)	Team2_2					

Use the **Other Schedules** view to:

- View other agents current weekly schedules and their details.
- View other agents schedules for other weeks by **changing the date**.
- **Filter** the list of agents.
- **Sort** the list of agents.
- **Find agents** in the list.