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Workforce Management Web for Supervisors Help

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12/16/2025

Adherence Details Options Dialog

Use the **Options** dialog box to select which columns should appear in the **Adherence Details** view:

- In the Adherence Details view, click the **Options** button on the **Actions** toolbar or select **Options** from the **Actions** menu.
The **Options** dialog box appears. When you select a check box, the corresponding column appears in the **Adherence** table:
 - Shift Start Time** check box:
 - If an agent is already working during the period shown in the Adherence Details view, this column shows the start time of the current shift. If the shift start time is the previous day, the time has a minus sign (-) in front of it.
 - If an agent is not currently on a shift, this column shows the next scheduled shift start time. If the shift starts on the following day, the time has a plus sign (+) in front of it.
 - Site** check box. This column displays each agent's site.
 - Adherence State** check box. This column displays each agent's current state of adherence.
 - Channels** check box. This column displays agent adherence for each configured media channel.
- Click **Apply**.
The Adherence Details view reappears. It is automatically updated to display the columns you selected.

Tip

When unchecked, the **Channels** column is not hidden if any agent adherence details are expanded. If none are expanded and the check box is unchecked, the column is hidden. See examples in the figures below (click to enlarge them).



Figure: No Multi-Channel Adherence Details: Not expanded—Channel column hidden

 A screenshot of the Adherence Details view with the Channel column expanded. The table shows multiple rows of data with columns for Name, Status, Location, Time, Adherence, and a detailed Channel column.

Figure: Multi-Channel Adherence Details: Expanded—Channel column displayed