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Workforce Management Web for Supervisors Help

Agent Comments Report

5/8/2025

Agent Comments Report

Tip

This report presents information only for agents and days that have comments entered. The report is not generated if there are no agent comments in the schedule on the specified dates.

To create an Agent Comments Report:

1. On the **Reports** tab, select **Schedule Reports** from the Views menu.
2. Select **Agent Comments Report** from the list in the Objects pane. The Reports Wizard's first screen, **Header**, appears.
3. To print a header on the report, select **Show Header** and type your header text into the text box. Then (whether you entered a header or not) click **Next**.
4. On the **Scenario** screen, select a schedule scenario or the Master Schedule. Then click **Next**. You will not see this screen if the report is created from the Report Scheduler, because the report data is retrieved from the Master Schedule.
5. On the **Date Range** screen, **select** a Start and End Date. Then click **Next**.
6. On the **Data** screen, select the agents that you want to include in the report. You can expand business units to display their sites, teams, and agents. You can select multiple agents across teams and sites. You can also select whole teams or sites.
7. Click **Finish**. The report appears in the **Report Viewer**.

Understanding the Agent Comments Report

Site [header]	The name of the site.
Team [header]	Agent information is displayed team-by-team.
Date Period [header]	The total date range covered by the report.
Day [header]	The date to which each group of comments applies.
Agent	The name of each agent.
Comments	Any comments about the agent entered in the Daily Schedule window.