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# Workforce Management Web for Supervisors Help

Agent Properties Report

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# Agent Properties Report

To create an Agent Properties Report:

1. On the **Reports** tab, select **Policies Reports** from the Views menu.
2. Select **Agent Properties 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.
4. Click **Next**.
5. 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 any combination of agents or teams, from multiple sites.**
6. Click **Finish**.  
**The report appears in the **Report Viewer**.**

## Understanding the Agent Properties Report

|                             |  |
|-----------------------------|--|
| <b>Site [header]</b>        | The report is organized by sites, by teams within each site, and site time zone. |
| <b>Agent</b>                | Name of each agent included in the report.                                       |
| <b>ID</b>                   | Agent's identification number.   |
| <b>Hire Date</b>            | Date that agent was hired.   |
| <b>Termination Date</b>     | Date that agent was terminated.  |
| <b>Rank</b>                 | Agent's rank set in <b>Agent Properties</b> .                                    |
| <b>Contract</b>             | The contract type assigned to agent.   |
| <b>Rotating Pattern</b>     | The agent's rotating pattern, if one was assigned.                               |
| <b>Wage</b>                 | The current wage set for the agent.  |
| <b>Skills (Level)</b>       | The skills that have been assigned to agent.                                     |
| <b>Activities</b>           | List of activities that the agent can work on.                                   |
| <b>Comments</b>             | Any comments for agent that were entered during configuration.                   |
| <b>Time-Off Rule</b>        | Time-off rule assigned to agent.   |
| <b>Time-Off Types</b>       | All time-off types associated with time-off rule.                                |
| <b>Last Carry-Over Date</b> | Most recent date for carry-over of unused time-off hours.                        |
| <b>Hours Carried Over</b>   | Number of time-off hours carried over from the previous year to the current one. |
| <b>Stop Date</b>            | Date when the Time-Off Rule became inactive for agent.                           |