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Workforce Management Web for Supervisors Help

Agent Activities

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Agent Activities

To view the selected agent's activities, select **Activities** at the top of the pane. Then, use the controls in the top-right corner of this pane to complete the following tasks:

 Add Activity	Click to add an activity for the selected agent.
 Delete Activity	Click to delete an activity for the selected agent.
 Save Now	Click to save any changes.
 Help	Click to view a Help topic about the Properties pane.

Tip

If you do not have the **Edit Activities** privilege in the **Agents** view, the **Add Activity** and **Delete Activity** icons are disabled.

Activities Pane

This pane displays a list of activities that are assigned to an agent and contains detailed information in two sections (**Activities** and **Agent's Skills**) about the activities in the following columns:

Activities Section

Name	The name of the activity that is assigned to the agent (sortable column).
Site	The name of the site at which the agent is configured; It might be a site, other than the one in which the agent currently appears, if the agent was moved to another site.
Status	The agent's status, which determines the activities on which the agent is eligible to work. For example: • Primary—Works as if the agent became eligible for an activity, based on his/her primary skills. • Secondary—Works as if the agent became eligible for an activity, based on his/her secondary skills.

	• Disabled—Specifies explicitly that the agent cannot work on this particular activity, even if his/her skills allows it. • Auto—Cancels any previous explicit assignment and returns to determining the activity eligibility, based on the agent's skills.
Effective Date	The start date on which the agent becomes eligible to work on the activity with the specified status. The explicit agent activity assignment does not have an end date. One assignment must be replaced by another one. This assignment has daily granularity and uses shift days, rather than calendar days. Important You cannot specify a time of day that the effective date for activities will begin.
Skilled	Displays the agents eligibility to work on the assigned activity, based on the skill set. This value can be Primary, Secondary, or N/A (if the skill is disabled for agent or is absent altogether). This value is overridden by the value in the Status column.

In the **Activities** pane, click **Add Activity**  to open another pane, in which you can add an effective date for the Activity, set the status, and select the **Activity** to assign from a list of available Activities.

Agent's Skills Section

This section displays a list of the selected agent's current skills in three columns, as shown in the table below. To change the skill **Status** in this pane, click the drop-down list to select **Disabled**, **Primary**, or **Secondary**.

Skill	The name of the selected agent's skill.
Level	The selected agent's skill level.
Status	The selected agent's current status. Tip If you do not have the Edit Activities privilege in the Agents view, this column is disabled.

Adding an Activity

To add an activity to the selected agent:

1. Double-click the **Effective Date** field to change the date or keep the current date (default).
2. In the **Status** drop-down list, select **Primary**, **Secondary**, **Auto**, or **Disabled**.
3. In the **Activities to be Assigned to Agents** list, click an activity to assign to highlight it.
4. Click **Assign Activity** . The activity displays in the **Activities** pane.
5. Click **X** to close the assignment pane.

Deleting an Activity

To delete an activity:

1. Select an activity.
2. Click **Delete Activity** .
3. When the **Confirmation** dialog opens, click **Yes** to proceed or **No** to cancel the deletion.
If you select **Yes**, you cannot undo the deletion of the activity.