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Workforce Management Web for Supervisors Help

CRW: Select Agents

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To fill in the **Select Agents** page in the **Commit/Rollback Wizard** (CRW):

1. Select any combination of **agents**.
You can select individual agents from multiple sites and multiple teams, or you can select whole teams or whole sites. Only agents who are selected on the Object pane's Agents tree, and who can work on activities that are selected in the first page of this wizard, are available for selection.
2. Select **Commit** or **Rollback**.
If you do not have the Approve Changes security permission, the Commit check box is cleared and disabled. In that case, you can only roll back pending changes.
3. Click **Next** to open the **Select Dates** page.
Click Cancel if you want to close the wizard without saving or deleting pending changes.