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# Workforce Management Web for Supervisors Help

Finding Agents in Tables

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## Finding Agents in Tables

In a number of Workforce Management (WFM) Web windows, you can search for particular agents by using the **Find Agent** dialog box. To open it, select the table you want to search and then either:

- Select **Find** from the **Edit** menu.
- Press **[Ctrl] + F**.

You can search for agents in these windows:

- The **Calendar** main window.
- The table in the **Schedule Scenario Weekly View** and **Master Schedule Weekly View**. Select a cell in the **Agent Name** column to activate the **Find** command.
- The table in these views:
  - **Schedule Scenario Agent Extended**
  - **Schedule Scenario Intra-Day**
  - **Master Schedule Agent Extended**
  - **Master Schedule Intra-Day**

To search for one or more agents:

1. In the **Find Agents** dialog box, type either the full name for which you are searching or its first few letters.
2. Select the **Last Name** or **First Name** radio button.
3. Click **Find**.  
**The table that you are searching now shows the first agent listed whose name matches the search string that you entered. A message box informs you if there are no agent names that match your search criteria.**
4. Click **Find** again to find the next agent whose names matches the string you entered. You can search as many times as you want.
5. When you have finished searching, click **Close**.

## Displaying Terminated Agents in Tables

You can enable WFM to display terminated agents wherever agents are displayed in lists or tables in the **Schedule, Calendar, Trading, Adherence, Policies, Configuration, Reports** views. By default, WFM does not display terminated agents.

To change the default, see the CFG\_SHOW\_TERMINATED\_AGENTS setting in **About > Settings...**