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Workforce Management Web for Supervisors Help

MSW: Meeting Parameters

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MSW: Meeting Parameters

To fill in the **Meeting Parameters** screen in the **Meeting Scheduler Wizard** (MSW) complete the following areas of the screen:

Properties

1. Enter the meeting name into the **Meeting Name** field.
2. Select an exception type from the **Exception type** drop-down menu.

The list of exception types is populated by exceptions from all sites that were selected on the **Participants** screen, and were assigned the status **Exception Can Be Used in Meeting Planner/Scheduler** in the **Policies > Exceptions Types** view.

Dates and Recurrence Rules

1. Enter or select a date in the **Start Date** box.
2. Enter or select a date in the **End Date** box.
3. Optional: Clear the check box to its right to disable the **End Date**.
4. Select the check boxes that correspond to all days of the week that are acceptable for the meeting.

Time and Duration

1. Enter or select a time in the dialog box **Earliest Start**.
2. Enter or select a time in the dialog box **Latest End**.
3. Enter or select the number of hours and minutes that the meeting will last in the dialog box **Meeting Duration**.
4. Select a time zone from the **Time Zone** drop-down list.

Important

Only configured time zones appear in this list; each item includes the time zone's relationship to GMT. For example, Pacific Standard Time, which is 8 hours later than Greenwich Mean Time is presented as PST (GMT-8.0).

Meeting Type

1. Select one of the following three radio buttons, which enable the properties that are associated with them.

- **Single Group**—The default meeting type. Represents a single meeting for all agents who are specified on the **Participants** tab.

Enter or select the meeting's minimum number of attendees requirement in the **Minimum % of required attendees** box. Set this value to **1%** to indicate no minimum requirement for the number of attendees—for example, to schedule a meeting for as many attendees as possible.

Important

The value 0 (zero) is interpreted as 100% to accommodate data that was migrated from WFM 6.5, because that version did not include the variable **Minimum Percentage of Selected Attendees** in its database.

- **Single Agent**—A common activity, such as a webinar, that can occur at the most convenient time for each agent.
- **Multiple Groups**—A common time but for multiple groups. Enter or select a number in each of the four fields below, to specify the group sizes.

- **Min(imum) Number of Groups**
- **Max(imum) Number of Groups**

- **Min(imum) Group Size**
- **Max(imum) Group Size**

2. Click **Finish**.

A progress message shows that the meeting being scheduled.

If the meeting cannot be scheduled for all selected agents, a message box lists how many agents are scheduled, and a second message box lists the agents who could not be scheduled. Click **OK** to acknowledge each message.

Tip

Meeting scheduler will always use calculated staffing when scheduling the meeting for the Master Schedule. However, for the Schedule Scenario, it will use the staffing type (calculated or required) that was used when building the scenario. As always, existing agent schedules are taken into account and the staffing is adjusted accordingly for both Master and Scenario schedules.