Workforce Management Web for Supervisors Help

Weekly View Options Dialog Box

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Weekly View Options Dialog Box

Use the **Options** dialog box to display/hide the **Agent Rank** column in the **Schedule Scenario** and **Master Schedule Weekly** views. To open this dialog box:

- Click the **Options** button on the toolbar or select **Options** from the **Actions** menu.

The dialog box that opens for **Weekly** view has two tabs, **Options** and **Columns**.

On the **Options** tab:

1. Select **Show agents with granted and scheduled rotating pattern or any other calendar preference** to display an icon and red check box near the agents name for every schedule day that contains a granted calendar item.
2. Click **Apply** to save.

On the **Columns** tab:

1. Select **Agent Rank** or **Site Name** to display the corresponding column; de-select to hide the column.
2. Click **Apply** to save.