



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Web for Supervisors Help

Auto-Assigning Schedules

12/17/2025

Auto-Assigning Schedules

You reached this view by clicking **Auto-Assign Schedules**  in the toolbar.

Follow these steps to auto-assign schedules:

1. Select a **site**.
2. Select a ranking system by clicking one of these three radio buttons:
 - **Seniority** favors agents by their hire dates.
 - **Rank** favors agents by their rank, as defined by a supervisor.
 - **Seniority + Rank** favors agents by seniority first, and if that results in a tie, then uses rank as the criterion.
3. Select a target (which agents will be assigned schedules).
All Agents—Auto-assigns from the pool of all agents. Here are two uses for this option
 - You previously prepared profile schedules, not intended for bidding but for 400 new agents that you have now hired, and need to assign.
 - Bidding is resolved but you still need to assign a few profile schedules to real agents.
Bidding Agents Only (default)—Auto-assigns only those agents that were designated as eligible to bid, in the Bidding Candidates Selection dialog.
4. Click **OK** to begin the auto-assignment process or **Cancel** to abandon it.