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Workforce Management Web for Supervisors Help

Shared Transport Settings

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Shared Transport Settings

You configure settings on three tabs in the Shared Transport view (after clicking **New**  or selecting an existing shared transport):

- **Properties Tab**
- **Participants Tab**
- **Join Requests Tab**

At the top of all three tabs you will find the  **Save** icon, which enables you to save the shared transport settings in a particular tab, and the  **Help** icon.

Properties Tab

Use these controls when you are **creating** or updating shared transport:

Shared Transport Name <i>field</i>	Edit the name of the shared transport.
Shared Transport Status <i>radio buttons</i>	Select Open or Closed .
This is the bus <i>check box</i>	Designate this shared transport as the company bus or clear to remove that designation.
Maximum Size <i>field</i>	Enter or select the maximum number of bus riders for this shared transport. Enabled only if the This is the bus check box is selected (use only if this shared transport is a bus).
Comments <i>field</i>	Enter or edit the comment text.

Participants Tab

Use these controls when you are **adding participants** to the shared transport:

 Add Agents	Enables you to add agents to the Participants list, by opening a list of Available Agents .
 Remove Agents	Removes selected agents from the Participants list. This action cannot be undone.
 Sort	Sorts the participants list by First Name , Last Name , or Team .

The **Participants** tab also displays three columns: **First Name**, **Last Name**, and **Team** name of the participants in the selected shared transport.

List of Available Agents

The **Available Agents** pane contains the following fields and controls:

 Search field	Enables you to enter criteria, used to search for available agents.
Search by: <i>radio buttons</i>	Enables you to search for available agents by First Name or Last Name .
 Apply	Applies the agents you select from the Available Agents list to the Participants list.
 Close	Closes the Available Agents pane without applying any selections.
 Sort	Sort the available agents by First Name , Last Name , or Team .

Join Requests Tab

Use these controls and columns when you are **managing join requests**:

 Approve	When clicked, approves the selected requests.
 Decline	When clicked, declines the selected requests.
<i>Description of columns:</i>	
 (pending)	Shows the question mark icon (pending) until the request is approved or declined (see above) and then the icon changes accordingly.
Agent	Name of the agent who made this request to join the shared transport.
Site	Site of the agent who made this request to join the shared transport.
Team	Team of the agent who made this request to join the shared transport.
Comments	Shows any comments that relate to the Join Request .