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Workforce Management Web for Agents Help (Classic)

Adding and Editing Availability Preferences

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First, find out why you would use Availability Preferences. See [Preferences and Patterns](#).

Use the **Preferences Overview** pane to add your availability preferences:

1. Click **Add Availability**.
2. In the **Date** drop-down menu, select a date.
3. Enter a **Start Time**, **End Time**, and check **Next Day**, if applicable.
4. In the **Comments** field, enter any applicable comments.
5. Click **OK** to submit the entry, or **Cancel** to discard it and close the window.

Editing Availability Preferences

Use the Preferences Overview pane to edit availability preferences. See [Editing and Deleting Preferences](#).