Workforce Management Web for Agents Help (Classic)

Bidding

5/2/2025

Bidding

Use the schedule bidding window to bid on schedules. You can access a bidding scenario only during the Schedule Bidding Period (the time period between the Start Date/Time and End Date/Time for bidding).

> **Tip**
> You will not see Bidding in the menu bar, if the Administrator in your contact center has not enabled it.

To access a bidding scenario:

1. At any window, click the **Bidding** link on the menu bar.

2. At the Bidding Scenarios View, select a bidding scenario.
   If no bidding scenarios are listed, there are no scenarios currently open for bidding.

3. At the Bidding Assignment Pane, perform any of these tasks:

   - Sort or Filter the view of available shifts.

   - Rank the schedules and bid on them by numbering them 1, 2, 3 and so on. You can view and revise your bids up until the End Date/Time in separate Desired or Unwanted lists.