



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 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.