Workforce Management Web for Supervisors Help

Agent Properties Report

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Agent Properties Report

To create an Agent Properties Report:

1. On the **Reports** tab, select **Policies Reports** from the Views menu.

2. Select **Agent Properties Report** from the list in the Objects pane.
   The Reports Wizard's first screen, Header, appears.

3. To print a header on the report, select **Show Header** and type your header text into the text box.

4. Click **Next**.

5. On the **Data** screen, select the agents that you want to include in the report.
   You can expand business units to display their sites, teams, and agents. You can select any combination of agents or teams, from multiple sites.

6. Click **Finish**.
   The report appears in the Report Viewer.

Understanding the Agent Properties Report

Site [header]	The report is organized by sites, by teams within each site, and site time zone.
Agent	Name of each agent included in the report.
ID	Agent's identification number.
Hire Date	Date that agent was hired.
Termination Date	Date that agent was terminated.
Rank	Agent's rank set in Agent Properties.
Contract	The contract type assigned to agent.
Rotating Pattern	The agent's rotating pattern, if one was assigned.
Wage	The current wage set for the agent.
Skills (Level)	The skills that have been assigned to agent.
Activities	List of activities that the agent can work on.
Comments	Any comments for agent that were entered during configuration.
Time-Off Rule	Time-off rule assigned to agent.
Time-Off Types	All time-off types associated with time-off rule.
Last Carry-Over Date	Most recent date for carry-over of unused time-off hours.
Hours Carried Over	Number of time-off hours carried over from the previous year to the current one.
Stop Date	Date when the Time-Off Rule became inactive for agent.