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Workforce Management Web for Supervisors Help

Associating Sites and Multi-Site Activities

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Associating Sites and Multi-Site Activities

Workforce Management enables you to choose the way in which you associate agents with bidding periods. In most cases, associating agents **by using sites** is acceptable. However, you might want to achieve a more granular approach to time-off bidding by associating agents **using multi-site activities (MSA)**.


Associating Sites with Bidding Periods

To associate one or more sites with a bidding period:

1. In the **Time-Off Bidding Periods** pane, select the bidding period that you want to associate with a site.
2. Click **Sites** and then, enter a check mark beside one or more sites.
3. Click **Save Now**  .

Removing a Site from a Bidding Period

To remove a site from a bidding period:

1. Remove the check mark beside the site that you want to remove.
2. Click **Save Now**  .



Associating a Multi-Site Activity with a Bidding Period

When associating a multi-site activity with a bidding period, it's best to use an MSA with configured time-off limits on which agents can bid. However, you can use multi-site activities only for agent association, if you wish.

Tip


To ensure all agents associated with the MSA are assigned to the bidding period, select all sites (in the procedure **above**).



To associate a multi-site activity with a bidding period:

1. In the **Time-Off Bidding Periods** pane, select the bidding period that you want to associate with a multi-site activity.
2. In the Properties pane, beside the Multi-Site Activity field, click **Edit**  .
A list of Multi-Site Activities opens in a separate pane.
3. Select an MSA and then, click **Apply**  .
The MSA appears in the MSA field in the Properties pane.

Removing a Multi-Site Activity from a Bidding Period

To remove a a multi-site activity from a bidding period:

1. In the Properties pane, click the **x** in the Multi-Site Activity field.
The MSA is removed and the field is empty.
2. If you want to choose another MSA without removing the existing one, simply select another MSA from the list and click **Apply**  .
Your latest selection replaces the existing one in the MSA field.

If there is a long list of MSAs, use **Sort**  to switch between ascending descending order, or enter the name of the MSA you want to use into the **Search**  field.