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# Workforce Management Web for Supervisors Help

Agents

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# Agents

Use the **Agents** module to view and configure agent properties, and assign **Activities**, **Contracts**, or **Rotating Patterns** to agents. The Agents module consists of the two panes described below.

## Agents Pane

This pane displays a list of agents in the selected site within the enterprise, with the agent's first name, last name, ID number, and hire date. Use the **Search** function to generate quick and accurate results (even when using partial search criteria).

## Properties Pane

This pane enables you to configure various settings in five categories. Click to open the following panes:

1. **Properties**
2. **Activities**
3. **Contracts and Rotating Patterns**
4. **Time Off**
5. **Time-Off Bonuses**