Workforce Management Web for Supervisors Help

Agents

5/4/2025

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