Workforce Management Web for Supervisors Help

Multi-Site Activities Agents Pane

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This pane is read-only and displays the agents who are associated with the multi-site activity.

You cannot associate agents with multi-site activities directly. Agents are associated with multi-site activities if their skills match the skills that are required by the child activities of the multi-site activity or are assigned to work on the child activity directly in WFM Web for Supervisor. Therefore, to adjust which agents are associated with a multi-site activity, change that agent's skill settings or assign the activity to an agent with an effective date. For more information, see the Agent Activities view.