Workforce Management Web for Supervisors Help

Marked Time

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Contents

Marked Time

Use Marked Time to identify periods that WFM should track and display that are not already accounted for. For example, some agents might each work a number of hours on an issue involving one account. By using marked times, you can designate that those hours spent working on that issue be displayed in the Schedules module and reported on, using the Schedule Marked Time Report and Schedule Marked Time Totals Report that are generated in WFM Web's Reports module.

Use the procedures in this topic to create, edit, delete, and copy Marked Time.

Creating Marked Time

Link to video

To create new Marked Time:

1. In the **Policies** module, select **Marked Times**.

2. In the **Objects** pane, select the site(s) or business unit with which the new object will be associated. **You can select multiple sites (just keep clicking on them) but only one business unit.**

3. Select **New** .
   The Properties tab opens by default.

4. Configure the Properties tab.

5. Click the Associated Sites tab and select the sites you want to associate with this Marked Time.

6. Click **Save** .

Editing Marked Time

To edit Marked Time:

1. In the **Marked Times** pane, select a marked time.

2. Select the Properties tab and/or the Associated Sites tab, and make the changes.

3. Click **Save** .

Deleting Marked Times

To delete Marked Time:

1. In the **Marked Times** pane, select a marked time.
2. Click **Delete** .

Copying Marked Times

To copy an existing Marked Time:

1. In the **Marked Times** pane, select an existing Marked Time.
2. Click **Copy** .
3. When the **Copy Marked Time** pane opens, type a name for the Marked Time.
4. Expand the **Enterprise** list and select the site, to which you want to associate this Marked Time.
5. Click **Apply** .

Properties Tab

- **Name**—Each Marked Time should have a descriptive name that is unique within the site.
- **Short Name**—The name to be used in graphical representations of the Marked Time and Scheduler. It can be up to three characters.
- **Special Uses**—Select one of three radio buttons:
  - **None**—This marked time has no special uses (default).
  - **Use for overtime**—This marked time is to be used to mark overtime schedule states.
  - **Use for payback**—This marked time is to be used to pay back work time that was missed, due to (agent's) lateness or a personal appointment.

Associated Sites Tab

1. Select the check box of each site to associate with the current **Marked Time**.
2. Clear the check box of each site to disassociate with the current **Marked Time**.

3. Click **Save**.