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Workforce Management Web for Supervisors Help

New Schedule Scenario: Add Agents

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To fill in the **Add Agents** screen of the New Schedule Scenario Wizard:

1. Select the agents that you want to include in the scenario.
In the **Agents** list, you can expand **Business Units** to display their sites and expand sites to display their agents. The list shows only those agents who have the skills that are required for the activities you selected on the **Select Activities** screen.
2. To fill the new scenario with the schedules from the source (**Based on**) scenario, select the **Copy Schedules** check box.
3. To insert a granted exception, time off or day off item from the calendar, select the **Insert granted exception, time off and day off calendar items** check box.

Tip

You can insert multiple items. However, this check box is enabled only if the following conditions are met:

- The scenario you are creating is based on an existing scenario.
- The **Copy Schedules** check box is selected.

4. Click **Next** to proceed to the next screen.