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Workforce Management Web for Supervisors Help

Options Dialog

5/6/2025

Options Dialog

Use the **Options** dialog box to show or hide columns in the **Calendar items** table.

- Site—The site of the Agent who appears in that row.
- **Team**—The team of the Agent who appears in that row.
- **Shared Transport**—The shared transport to which the agent (displayed in that row) is joined.
- **Reason**—An explanation for why the actual status is different from the requested status.
- Comments/Memo—Any comments or memo made when this calendar item was entered or most recently edited.
- Paid Hours—The number of paid hours for the calendar item.
- Hire Date—The date that the Agent began work for the company.
- **Submitted**—The date and time that the Calendar item was submitted (by either an Agent or a Supervisor, depending on the type of Calendar item).

To use the Calendar Options dialog box:

- 1. Select the **Calendar** tab.
- 2. Select **Calendar Items** from the **Views** menu.
- 3. Select an object from each pane (**Agents/Activities**) of the Objects pane.
- 4. Select a date or dates on the Calendar, and click Get data.
- Click the Options button on the toolbar or select Options from the Actions menu. The Options dialog box opens and lists all available choices.
- 6. To display a column, select the check box next to its name. To hide it, clear the check box.
- Click OK to save your settings or Cancel to discard them. The main Calendar window re-appears, showing the new settings.