Workforce Management Web for Supervisors Help

Shift Properties Report

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Shift Properties Report

To create a Shift Properties Report:

1. On the **Reports** tab, select **Policies Reports** from the Views menu.
2. Select **Shift Properties Report** from the list in the Objects pane.
   The Reports Wizard's first screen, **Header**, appears.
3. To print a header on the report, select **Show Header** and type your header text into the text box.
4. Click **Next**.
5. On the **Data** screen, select the shifts to include in the report.
   You can expand business units expand to display their sites, and expand sites to display their shifts. You can select any combination of shifts from multiple sites.
6. Click **Finish**.
   The report appears in the Report Viewer.

Understanding the Shift Properties Report

Site [header]		The selected site, its time zone, and the (first) selected shift. Each subsequent shift is displayed separately.
Shift Name		The name of the shift whose properties are displayed below.
Min. Paid Hours		The minimum number of hours defined for this shift. All contracts assigned to the shift must be available to work at least this number of hours.
Max. Paid Hours		The maximum number of hours defined for this shift.
Earliest Start Time		The earliest time that this shift can start.
Latest Start Time		The latest time that this shift can start.
Earliest End Time		The earliest time that this shift can end.
Latest End Time		The latest time that this shift can end.
Days of Week		Days on which this contract can be scheduled.
Day Off Rule		Rule for scheduling this shift. (For example, one possible value is

		Next day is not off.)
Distrib. Period		Distribution period for this shift.
Min Distrib.		Minimum amount of time that this shift should be scheduled during the Distribution Period.
Max Distrib.		Maximum amount of time that this shift should be scheduled during the Distribution Period.
Min. Distance Between Shift Items		The shortest amount of time allowed between shift items (breaks and meals).
Max. Distance between Shift Items		The longest amount of time allowed between shift items (breaks and meals). Also applies to the distance from shift start to first shift item and from last shift item to shift end.
Task sequences usage		The usage for Task Sequences during scheduling.
Task sequences [if applicable]	**Task Sequence Name**	The task sequence associated with the shift.
	Index	The position of the task-sequence item in the task sequence.
	Activity Set	The activity set on which the agent can work during the specified task-sequence interval.
	Min Duration	Minimum task sequence duration.
	Max Duration	Maximum task sequence duration.
	Fixed Position	Whether the task-sequence interval has strict bounds. Possible values are: • Task is flexible within the earliest start, latest end interval. • Start is fixed, end is flexible. • End is fixed, start is flexible. • Start and end are fixed.
Contracts		The contracts associated with the shift.
Shift Item sequences [if applicable]	**Min. Paid Hours**	The minimum paid shift duration for which this break and meal sequence takes effect. (This break and meal sequence cannot

		be applied to shifts shorter than this duration.)
	Allowed	Specifies if this Shift Item Sequence be used while scheduling (value can be Yes or No).
	Index	The position of the shift item in the Shift Item Sequence.
	Meal	Meals that are assigned to this Shift Item Sequence.
	Break	Breaks that are assigned to this Shift Item Sequence
Break [if applicable]	**Break Name**	The break associated with the shift.
	Index	The position of the break in the shift's list of breaks. The same break may occur more than once.
	Duration	The length of the break.
	Min. Length From Shift Start	The minimum distance between the start of the shift and the start of the break.
	Max. Length from Shift Start	The maximum distance between the start of the shift and the start of the break.
	Min. Length from Shift End	The minimum distance between the end of the break and the end of the shift.
	Paid Time	Shows break is paid or not.
	Start Step	Shows increments between break start times. For example, with a start step of 15 minutes, agents leave for the break 15 minutes apart.
	Start Offset	Sets how many minutes past the hour in the interval in which a break may occur that the start step calculation should begin.
	Fixed Position	Shows whether the break has to occur at a specific point in the shift.
Meals [if applicable]	**Meal Name**	The meal associated with the shift.
	Index	The position of the meal in the shift's list of meals. The same meal may occur more than once.
	Earliest Start Time	The earliest time this meal can start.

	Latest End Time	The latest time this meal can end.
	Duration	The length of the meal.
	Min. Time Before Meal	The minimum distance between the shift's start time and the meal's start time.
	Min. Time After Meal	The minimum distance between meal's end time and the shift's end time.
	Paid	Whether the meal is paid or unpaid.
	Start Step	The meal's start times must be a multiple of this integer.