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Workforce Management Agent Help

Using availability patterns

1/29/2026

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- Agent

Use availability patterns to indicate your preferred shifts for a single week or multiple weeks.

Related documentation:

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Link to video

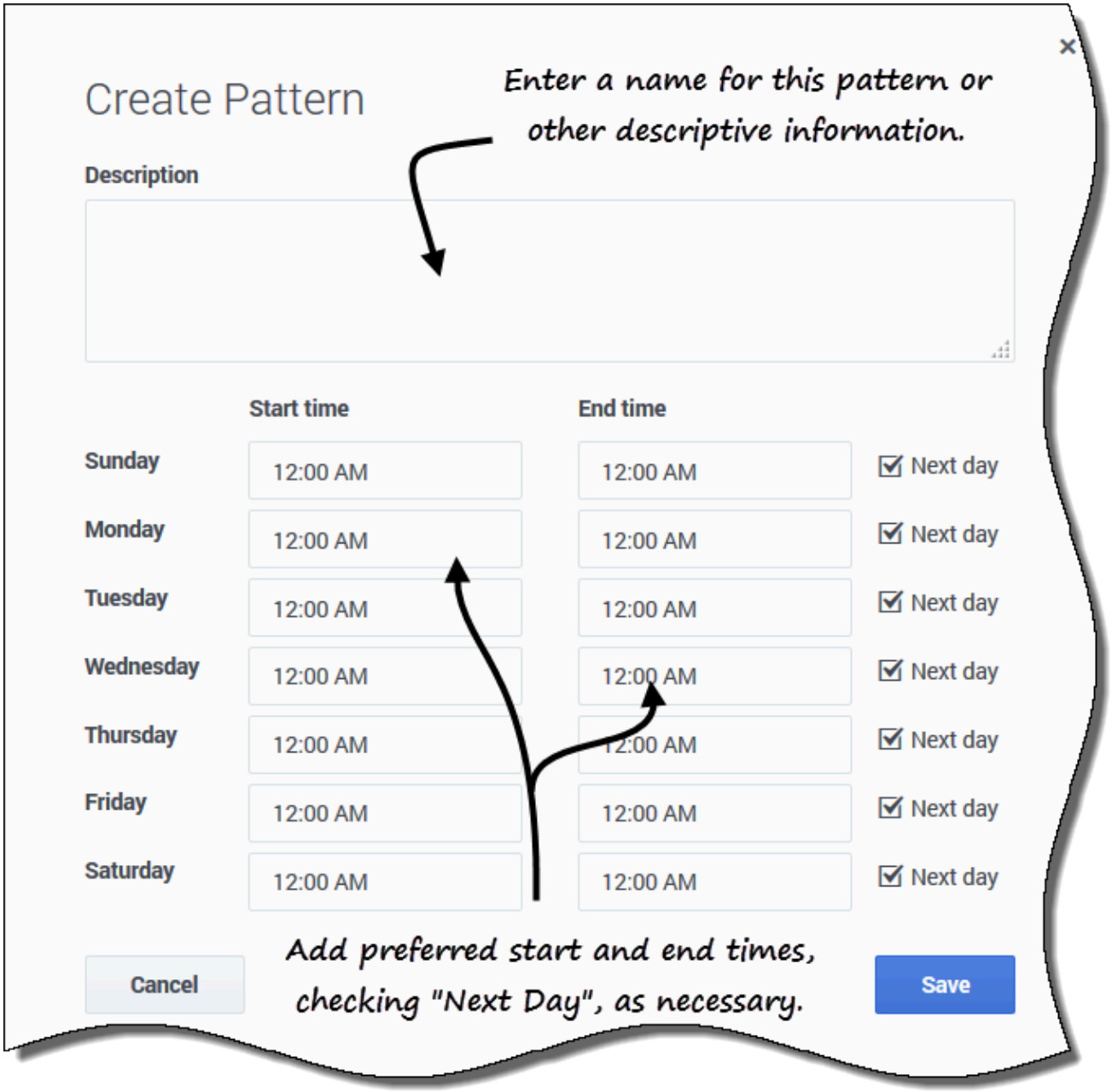
Your availability patterns can specify different start and end times for each day, but once you create the *pattern* you can reuse it multiple times. Availability patterns are displayed in the **Preferences > Availability Patterns** view.

> **Tip**
> When adding or editing preferences, you can select your preferred time zone. When you create availability preferences, the time zone you chose is applied to the start and end times that are specified in availability patterns. The start and end time values in the pattern itself will be in the chosen time zone and do not change if the time zone changes.

Use the **Availability Patterns** view to:

- Create, edit, or delete an availability pattern.
- Create an availability preference based on an availability pattern.

Creating availability patterns

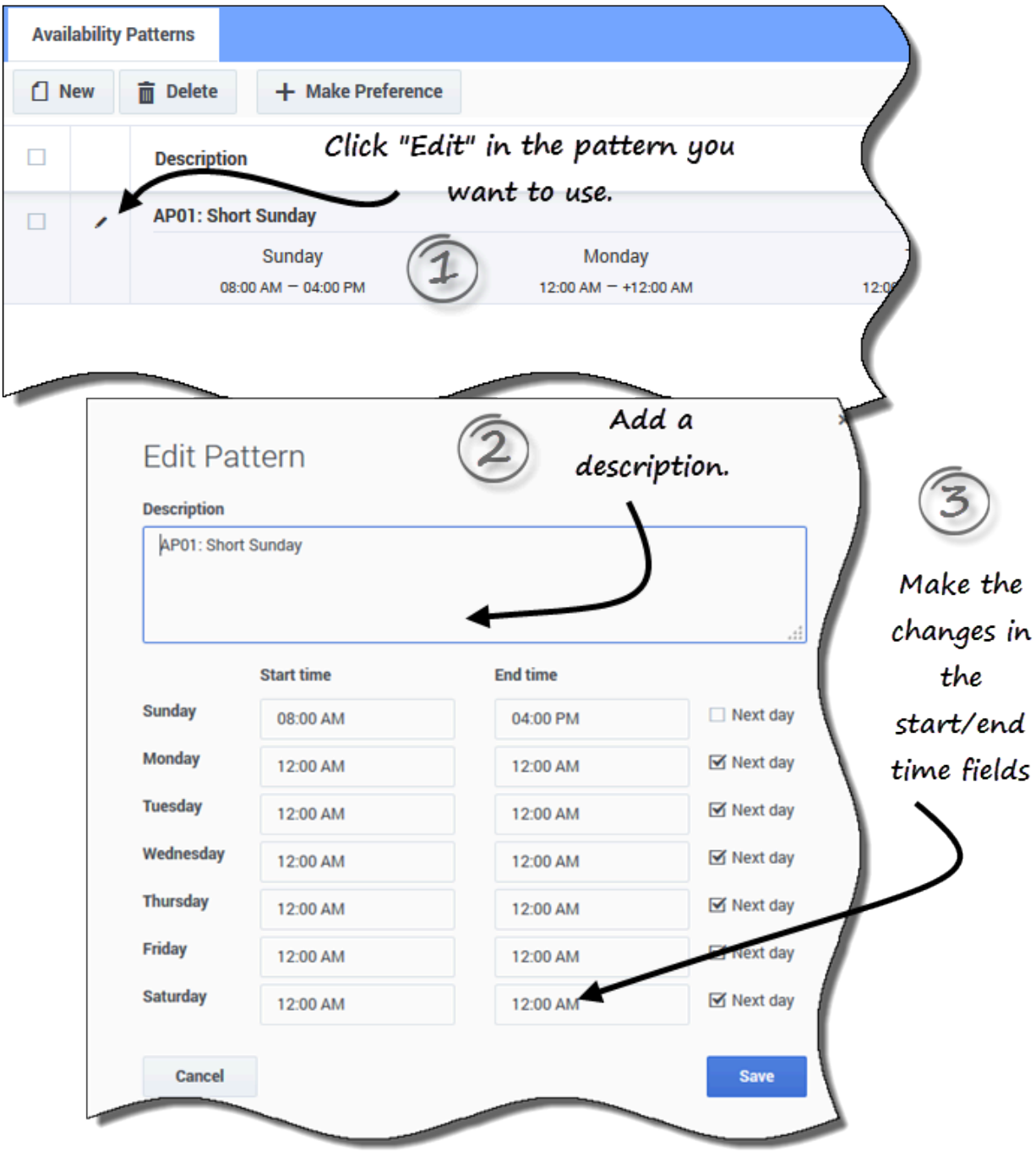


To create a new availability pattern:

1. In the Availability Patterns view, click **New**.
   The Create Pattern dialog box opens.
2. In the **Description** field, enter a name for the pattern.

3. Enter the **Start time** and **End time** (in hours and minutes) for each day of the week.
   Start and end times are displayed in 12- or 24-hour format, depending on your computer's regional settings.
   You cannot leave start and end times blank.
4. Select **Next Day** for any end times that run into the next day.
5. Click **Save** (or **Cancel** to discard the changes and close the dialog box).

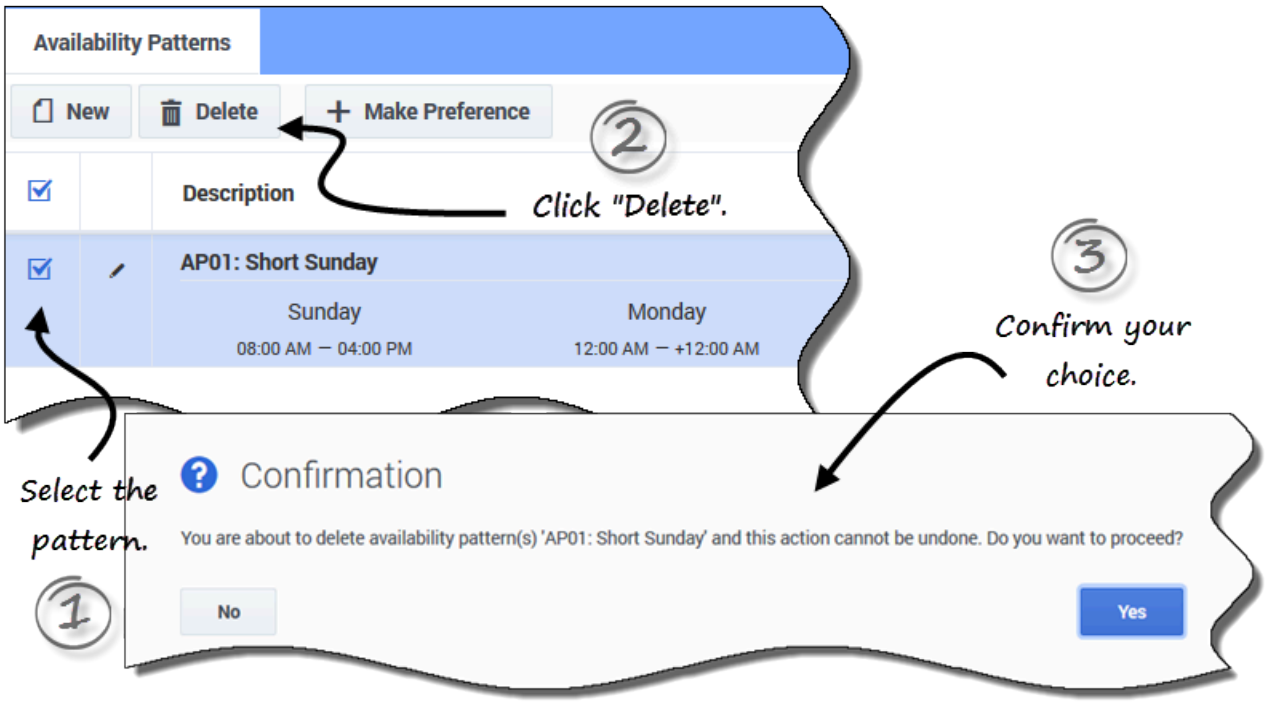
Editing patterns



To edit an existing availability pattern:

1. Click **Edit** beside the Availability Pattern you want to edit.
   The Edit Pattern dialog box opens.
2. In the **Description** field, add a brief description for this pattern.
3. Change the start times and end times, selecting **Next Day**, if applicable.
4. Click **Save** (or **Cancel** to discard the changes and close the dialog box).

Deleting patterns

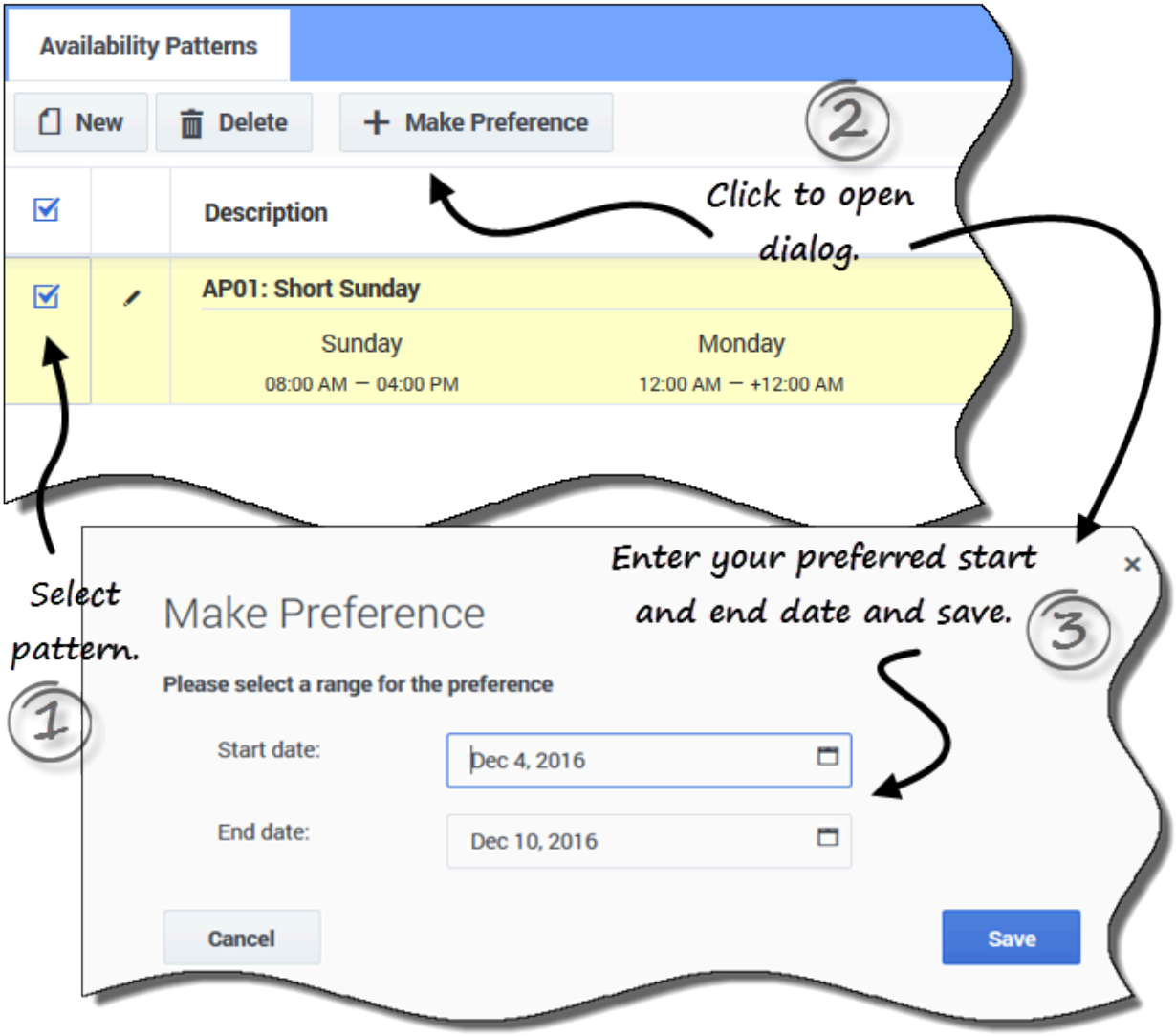


To delete an availability pattern:

1. Click the check box beside the Availability Pattern you want to delete.
2. Click **Delete**.
3. When the Confirmation dialog open, click **Yes** to delete the pattern or **No** to cancel the action.

Using patterns to make preferences

When you *make a preference* in this view you are using an existing availability pattern to add your availability preference. You can also add availability preferences for individual days. See Adding availability preferences.



To make an availability preference using an existing pattern:

1. Select the check box beside the Availability Pattern you want to use for this preference.
2. Click **Make Preference**.
   The Make Preference dialog box opens.
3. In the Start date and End date fields, enter the applicable date range for your preference.
4. Click **Save** (or **Cancel** to discard the preference and close the dialog).

You can view the preferences you made using availability patterns in the Calendar or Details view. To edit or delete the preferences you made using

availability patterns, see Editing preferences or Deleting preferences.