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Workforce Management Agent Help

[Viewing your schedule details](#)

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- Agent

View and manage your schedule.

Related documentation:

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The **My Schedule Details** view displays the same information as the My Schedule view, but in a different format. It shows what activities you are scheduled to perform each day and displays information about meals and breaks, your time off, exceptions, and days off.

Columns and controls

<input type="checkbox"/>	Date	Time	Paid hours	Type	Item Name
<input type="checkbox"/>	Dec 5, 2016	10:00 AM – 04:00 PM	06:00	Shift	Shift1 (A4, A5)
<input type="checkbox"/>		10:00 AM – 04:00 PM	06:00	Work	A4, A5
<input type="checkbox"/>	Dec 6, 2016	10:00 AM – 04:00 PM	06:00	Shift	Shift1 (A4, A5)
<input type="checkbox"/>		10:00 AM – 04:00 PM	06:00	Work	A4, A5
<input type="checkbox"/>	Dec 7, 2016	10:00 AM – 04:00 PM	06:00	Shift	Shift1 (A4, A5)
<input type="checkbox"/>		10:00 AM – 04:00 PM	06:00	Work	A4, A5
<input type="checkbox"/>	Dec 8, 2016	10:00 AM – 04:00 PM	06:00	Shift	Shift1 (A4, A5)
<input type="checkbox"/>		10:00 AM – 04:00 PM	06:00	Work	A4, A5
<input type="checkbox"/>	Dec 9, 2016	10:00 AM – 04:00 PM	06:00	Shift	Shift1 (A4, A5)
<input type="checkbox"/>		10:00 AM – 04:00 PM	06:00	Work	A4, A5
<input type="checkbox"/>	Dec 10, 2016	12:00 AM – +12:00 AM	18:45	Time off	TOT1

Paid hours per item

Type of work with identifying colors.

"Print" and "Settings" icons.

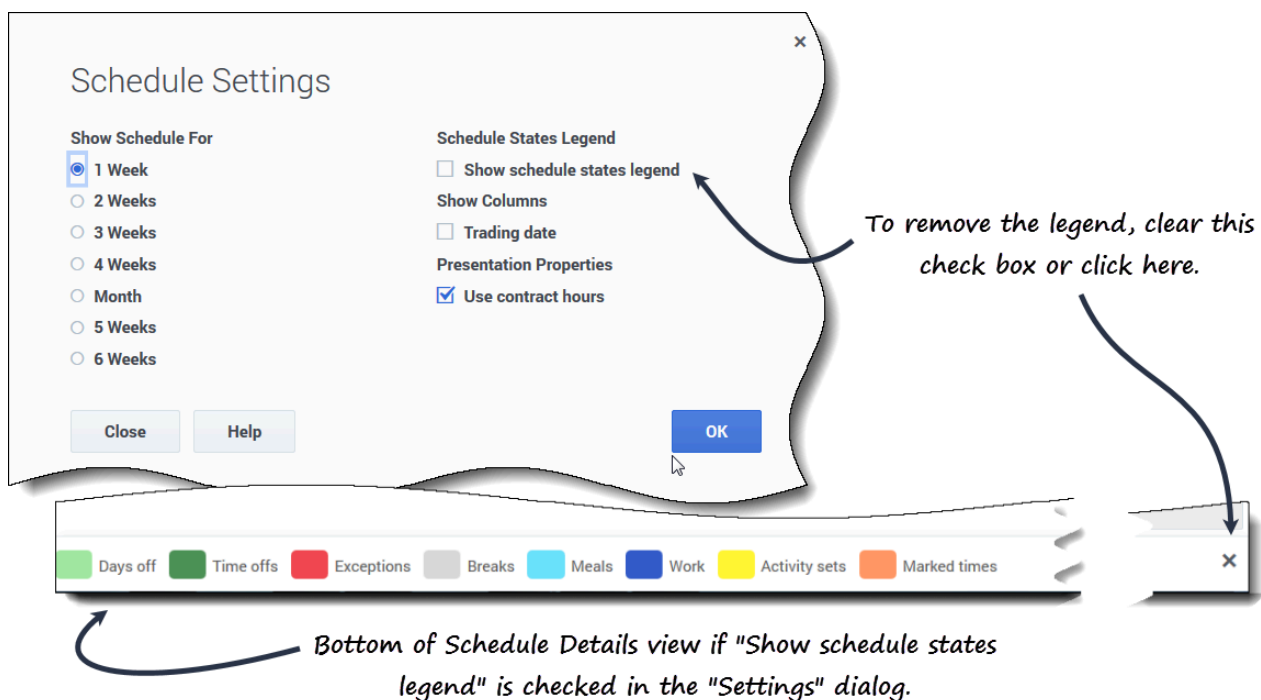
Total paid hours for the selected date range.

Paid hours 48:45

In addition to the common controls described in **My Schedule**, this view has these additional columns and controls:

- **Print icon**—Opens a separate window, displaying your schedule details in a printer-friendly format. See [Printing Your Schedule Details](#).
- **Settings icon**—Opens a dialog box that enables you to select the information you want to see in the schedule details grid. See [Changing Settings in the Schedule Details View](#).
- **Date column**—Shows each date in your schedule for the selected date range.
- **Time column**—Shows when you are scheduled to start and end your shift and the start and end time for each schedule item during your workday.
- **Paid hours column**—Shows the total paid hours for each workday item. Items that are not paid are shown as 00:00. (The total paid hours for the period are displayed in the bottom-right corner of this view.)
- **Type column**—Shows the type of each item (with its identifying color) in the workday.
- **Item Name column**—Shows the name of each item in the workday.

Changing the view settings




To change the information that is displayed in the **My Schedule Details** view:

1. In the upper-right corner of this view, click the **Settings** icon.
The Schedule Details Settings dialog box opens.
2. In the **Show Schedule For** list, choose the time period by clicking one of the six radio buttons (shown in the graphic).

3. Check the **Show Schedule States Legend** check box to see the legend at the bottom of this view.
4. Check the **Trading Date** check box if you want to see that column in the schedule grid.
5. Check the **Use contract hours** check box if you want to see only the range of hours in your contract.
6. Click **OK** to display your selections, or **Close** to discard them.

Rolling back schedules

In this view, you can click **Actions**  to open a drop-down list, enabling you to roll back a published schedule. Selecting **Rollback** in the list rolls back any schedule changes you've made (for example, if an exception was auto-committed immediately) and reverts your schedule to the previous state.



1 Click "Actions" menu and select "Rollback".

2 Select a schedule.

3 Click "Show details" to view the work items and start/end times.

4 Click "Rollback".

5 Confirm your choice.

List of schedule changes for Dec 17, 2016 that can be rolled back
(All schedules are shown in site's time zone)


Change	Start	End	Type	Item
Dec 2, 2016 05:07 PM	12:00 AM	12:00 PM	W/Break	Meal01
Dec 2, 2016 06:34 PM	11:45 AM	05:00 PM	Shift	Shift01 (A01)
	11:45 AM	05:00 PM	Work	Activity set
	12:00 PM	12:30 PM	Break	Break01
	12:30 PM	01:15 PM	Meal	Meal01

Confirmation


Do you really want to rollback schedule changes for Dec 17, 2016?

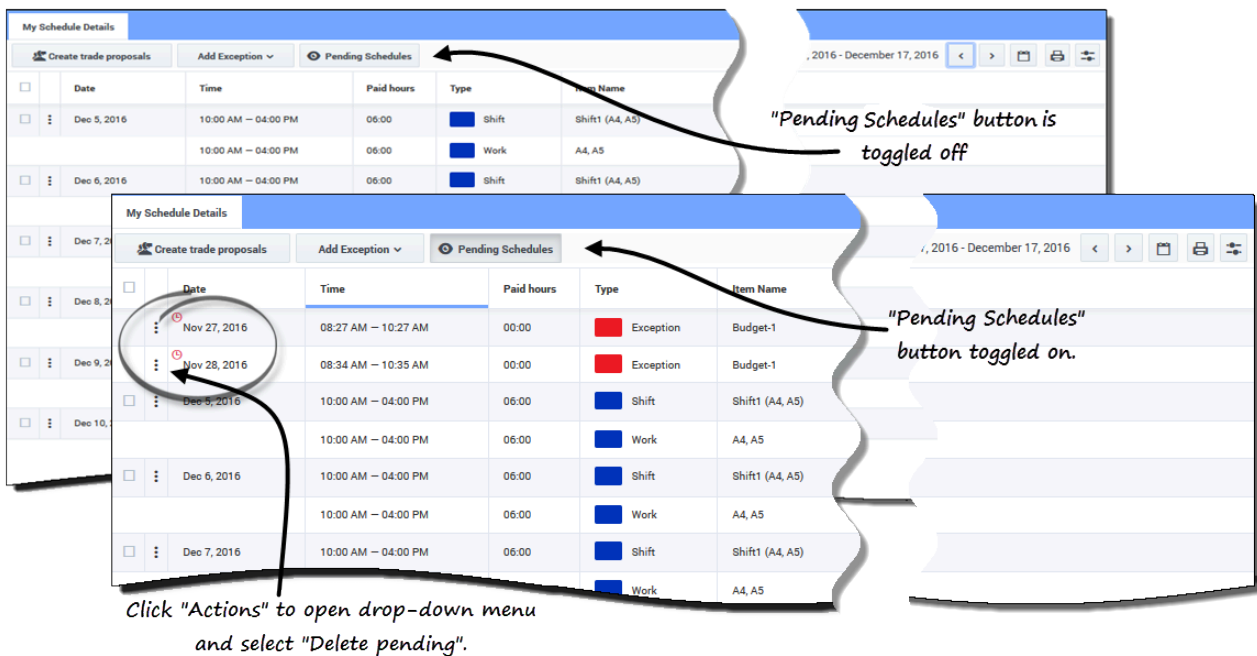
No Yes

To roll back a schedule:


1. In the row that contains the schedule you want to roll back, click **Actions** .
2. Select **Rollback**.
A dialog opens containing a list of schedules that can be rolled back, if any are available.
3. (Optional) Click **Show details** to view all of the work items in this schedule and their start/end times.
4. Select the schedule you want to roll back, and click **Rollback**.
5. When the Confirmation dialog opens:
 - Click **Yes** to roll back the changes.
The schedule is restored to its previous state and appears in the Schedule views.
 - Click **No** to discard the changes and close the dialog.

Deleting pending schedule changes

At the top of this view, toggling on the Pending Schedules button displays changes that are requested but not yet approved. Clicking **Actions**  opens a drop-down list, enabling you to delete pending changes in your schedule that are not yet approved by your supervisor.



To delete pending changes in your schedule:

1. In the row that contains the schedule you want to change, click **Actions** .
2. Select **Delete pending**.

3. When the Confirmation dialog opens, click **Yes** to delete pending changes or **No** to cancel the action and close the dialog.
The pending changes are deleted.

Viewing trade requests

If your site allows schedule trading, there might be a **Trade Requests** button at the top of this view. This button indicates that there are open trade proposals or responses and shows the number of unanswered requests in brackets. The button displays only if there are open proposals awaiting your response.

See Viewing Trade Requests in the Schedule topic for more information about the dialog that opens when you click this button.

Printing your schedule details

Schedule Details for period Oct 9, 2016 - Oct 31, 2016

Close Print

Oct 9, 2016 - Oct 31, 2016

Time Item Name

Sunday, October 9, 2016

Shift: Shift1, 10:00 AM - 06:00 PM, Activities: A1, A2, A4, A5, Paid Hours: 06:10

Time	Start	End	Activity	Item Name
10:00 AM - 06:00 PM	06:10		Shift	Shift1 (A1, A2, A4, A5)
10:00 AM - 10:30 AM	00:30		Work	A4, A5
10:30 AM - 11:30 AM	00:00		Break	Br1
11:30 AM - 12:00 PM	00:30		Work	A4, A5
12:00 PM - 01:00 PM	01:00		Meal	Meal_1
			Work	A4, A5

Sunday, October 30, 2016

Shift: Shift_6, 10:15 AM - 05:45 PM, Activities: A3, Paid Hours: 07:30

Time	Start	End	Activity	Item Name
10:15 AM - 05:45 PM	07:30		Shift	Shift_6 (A3)
10:15 AM - 05:45 PM	07:30		Activity set	AS2

Monday, October 31, 2016

Time	Start	End	Activity	Item Name
12:00 AM - +12:00 AM	00:00		Exception	Exp

Close Print

Agent information

Each day separated by subheadings

Close and Print buttons at the top and bottom of the report.

To print your schedule details:

1. In the upper-right corner of this view, click the **Printer** icon.
2. A separate window opens with your schedule details formatted in a printer-friendly format. (See figure.)
3. Click **Print**.
4. When printing is finished, click **Close**.

Tip

To use the Print function in this view, you must have access and be connected to a

printer. Ask your supervisor for the printer name and details before you print your schedule.