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## Workforce Management Agent Help

[Viewing other schedules](#)

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## Contents

- [1 Sorting the displayed data](#)
- [2 Searching for agents](#)
- [3 Changing the view settings](#)
- [4 Filtering the displayed data](#)
- [5 Viewing other agents' schedule details](#)
- [6 Viewing schedule details](#)
- [7 Creating the trade proposal](#)



- Agent

Filter, sort, and search for other agent's schedules.

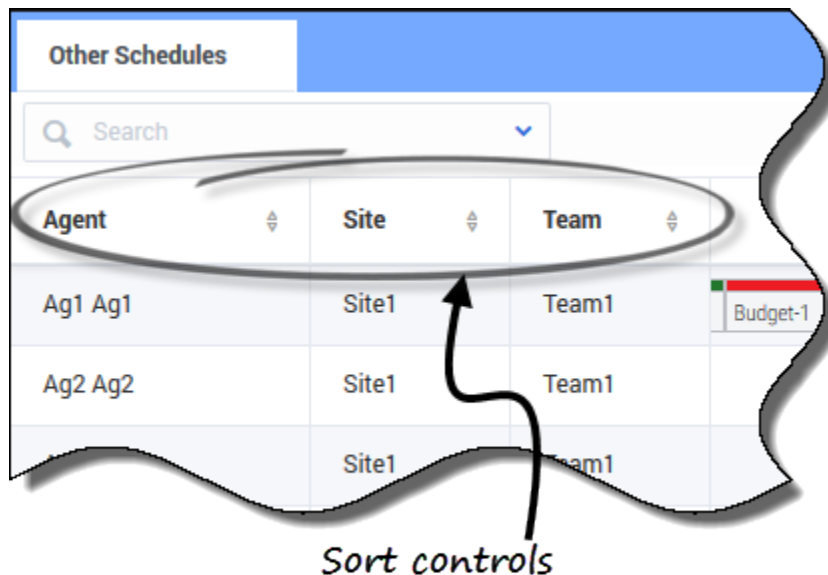
### Related documentation:

- 


The **Other Schedules** view displays a filterable, sortable, and searchable grid that lists other agents and their schedules. It has the following columns:

- **Agent**—Displays the name of the agent whose information appears in that row.
- **Site**—Displays the name of the agent's site.
- **Team**—Displays the name of the agent's team.
- Days of the week (one column for each)—Displays the agent's schedule information for that weekday. Click any work item in a specific agent's row to open the **Schedule Details** dialog box which contains all of the details about that particular work item.

### Sorting the displayed data



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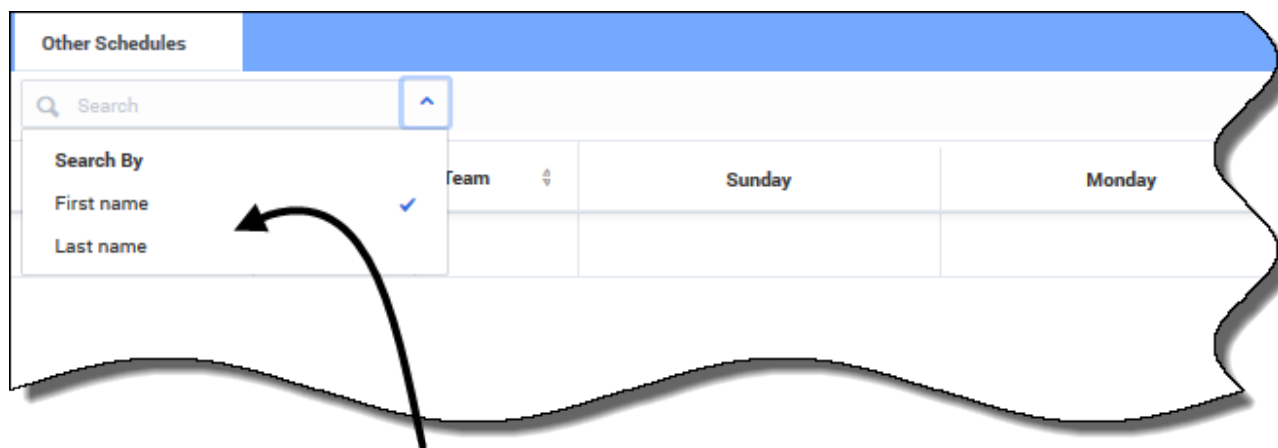
Click the **Agent**, **Site**, or **Team** column header to sort  the data in that column in ascending or descending order.

You can also use the number keys on your keyboard.

### Tip

The **Site** and **Team** columns are visible only if you selected them in the **Settings** dialog in this view.

## Searching for agents

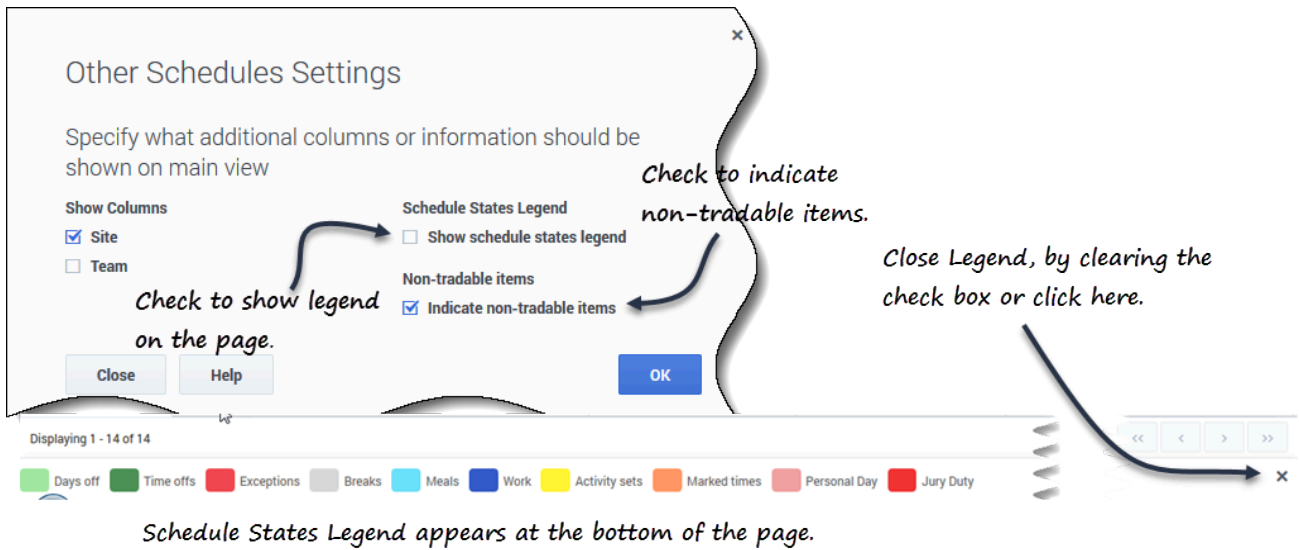


*Make a selection and then enter the name in the search field.*


In the **Search** field, use the drop-down menu to search for agents.

- From the drop-down list, select **First name** or **Last name** and enter the agent's name in the search field.

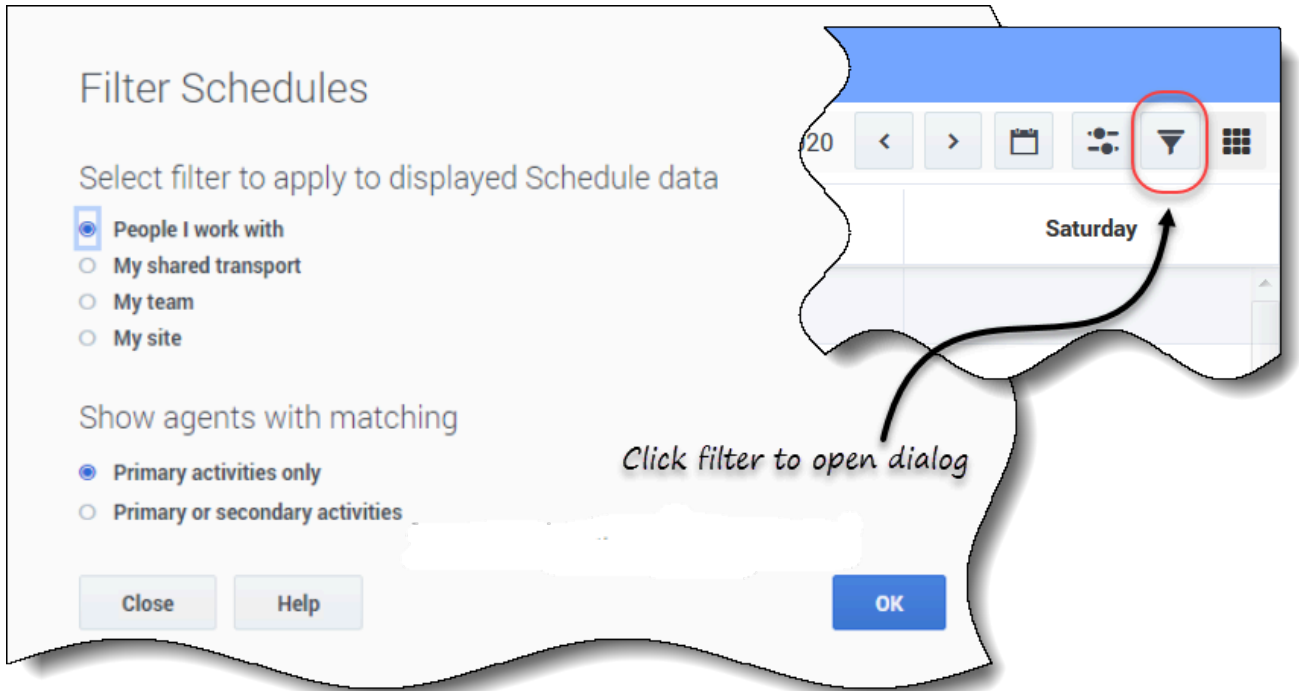
## Changing the view settings




*Schedule States Legend appears at the bottom of the page.*

Click **Settings**  to specify what additional columns or other information to show in the grid. You can choose to add the **Site** and/or **Team** columns, show a legend for **Schedule States**, and/or **Indicate non-tradable items** in schedules.

Filtering the displayed data



Click **Filter**  to open the dialog box, where you can click the corresponding radio button to limit the display to one of these choices:

- **People I work with** (the default)
- **My shared transport** (displayed only if the agent joined any shared transport)
- **My team**
- **My site**
- **My business unit**

### Tip

You will see only the filtering options made available to you, as configured by your supervisor or a site administrator.

## Viewing other agents' schedule details

You can view the schedule details of other agents and create trade proposals in this view. It's as easy as clicking on any weekday column in the row that contains the agent's name to whom you want to propose a trade.

## Tip

You might not be able to create trade proposals as described in the topic below. Ask your supervisor if schedule trading is permitted in your contact center.

## Viewing schedule details

The screenshot shows a grid of agent schedules for Sunday, Monday, and Tuesday. An agent's name is selected, and a callout box titled "Schedule Details" is open. The callout box shows the agent's name, site, and team. It lists the time, paid hours, and item name for the selected day. A "Create trade proposals" button is visible at the bottom right of the callout box. Annotations include: "Select a schedule." pointing to the selected agent's name in the grid; "This button is enabled only if the Time check box is selected." pointing to the "Create trade proposals" button; and "Close this window if you do not want to create a trade" pointing to the "Close" button in the callout box.

Agent	Sunday	Monday	Tuesday
a_01 a_01			
a0001 a0001	SHIRO1 (AGT)	SHIRO1 (AGT)	SHIRO1 (AGT)
a0002 a0002	SHIRO1 (AGT)	SHIRO1 (AGT)	SHIRO1 (AGT)
a0003 a0003	SHIRO1 (AGT)	SHIRO1 (AGT)	SHIRO1 (AGT)
a0004 a0004	SHIRO1 (AGT)	SHIRO1 (AGT)	SHIRO1 (AGT)
a0005 a0005	SHIRO1 (AGT)	SHIRO1 (AGT)	SHIRO1 (AGT)
a0006 a0006	SHIRO1 (AGT)	SHIRO1 (AGT)	SHIRO1 (AGT)

**Schedule Details**

AgentF02 AgentL02  
Site1  
Team1.1

Tuesday, August 1, 2017  
Shift: flexible shift, 02:00 AM – 10:00 AM, Activities: Trade MSA\_(1496742949979)\_Site1; Paid Hours: 08:00

Time	Paid	Type	Item name
02:00 AM – 10:00 AM	08:00	Shift	flexible shift (Trade MSA_(1496742949979)_Site1)
02:00 AM – 10:00 AM	08:00	Work	Trade MSA_(1496742949979)_Site1

Close Help

Create trade proposals

To view other agents' schedule details:

1. In the row containing the agent's name with whom you want to trade, click the weekday.  
**The selected agent's schedule details open for that day.**
2. If you want to view the agent's schedule details for more than one day, click the agent's name.  
**The selected agent's schedule details open for that week.**
3. If the dates and times in the schedule details are suitable, create a trade proposal for this agent.
4. If you only want to view the details and are satisfied, click **Close**.

## Creating the trade proposal



To create and send a trade proposal to the agent:

1. In the **Schedule Details** window, click the check box near the weekday name.  
**If you select at least one check box, the Create trade proposals button is enabled. To select all days in the dialog select the top-most check box.**
2. Click **Create trade proposals**.  
**The Create trade proposals window opens.**  
**If applicable, click the Check if you want to manually approve the response to this trade proposal check box.**
3. In the **Comments** field, enter any information about this trade that you want the receiving agent or your supervisor to know.
4. Click **Create**.
5. The **My Trades** view opens and the trades is added to your list of trades.