



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Agent Help

[Viewing preference details](#)

Contents

- [1 Changing the view settings](#)
- [2 Filtering the displayed data](#)



- Agent

Edit settings and filters to customize the display of your preference details.

Related documentation:

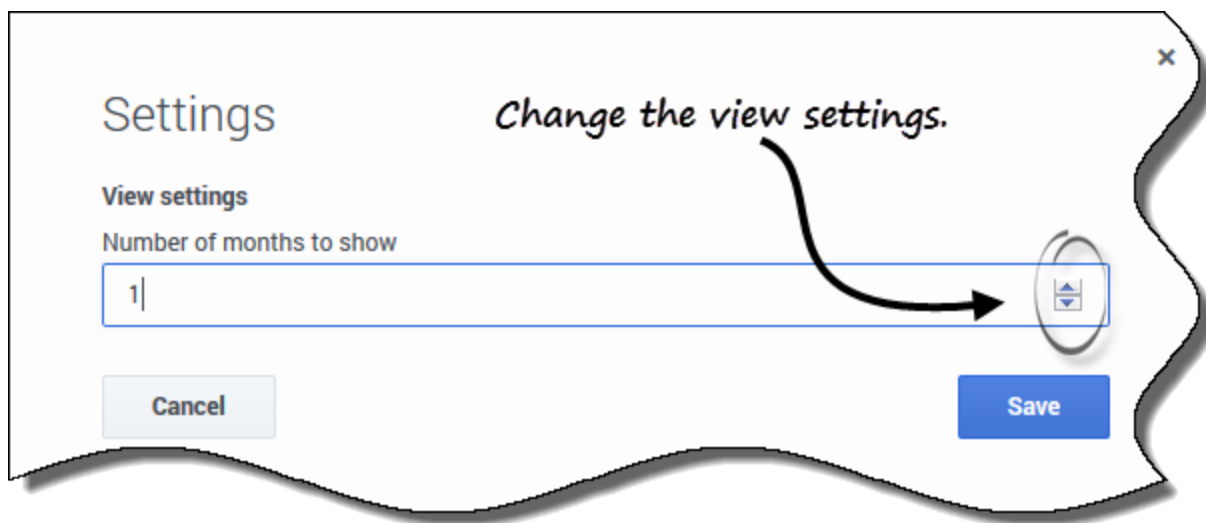
-

Select the **Details** view to see your preference details in a table with the following columns:

- **Date**—The date of the preference.
- **Preference**—The name of the preference.
- **Start time**—The time when the preference is requested to begin. For a Day Off, this column is empty.
- **End time**—The time when the preference is requested to end. For a Day Off, this column displays "Full Day".
- **Paid hours**—The number of paid hours in the preference.
- **Status/reason**—The preference status, whether it is Preferred, Granted, Declined, Scheduled, or Not Scheduled, and the reason why WFM assigned a status such as, Declined or Not Scheduled to a time-off item. See Preference statuses and hierarchy for an explanation of these statuses.
- **Comments/memo**—Comments or memo containing information related to the preference.

Changing the view settings

You can change the settings in the **Details** view to display only the current month (default) or multiple consecutive months.



To change the settings in this view:

1. In the upper-right corner, click **Settings**.
The Settings dialog box opens.
2. Enter a number in the **Number of months to show** field, or use the up or down arrows to change the number of months that display in this view.
3. **Save** the settings (or discard them by clicking **Cancel**).

Filtering the displayed data

You can filter the data displayed in the **Details** view to show only those calendar items that you want to see.



To filter the displayed data in these views:

1. In the upper-right corner, click **Filter**.
The Filter dialog box opens.
2. Enter a check mark in the **All** check box or check only those boxes for the items you want to see.
3. **Save** the settings (or discard them by clicking **Cancel**).