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Workforce Management Agent Help

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- Agent

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

Related documentation:

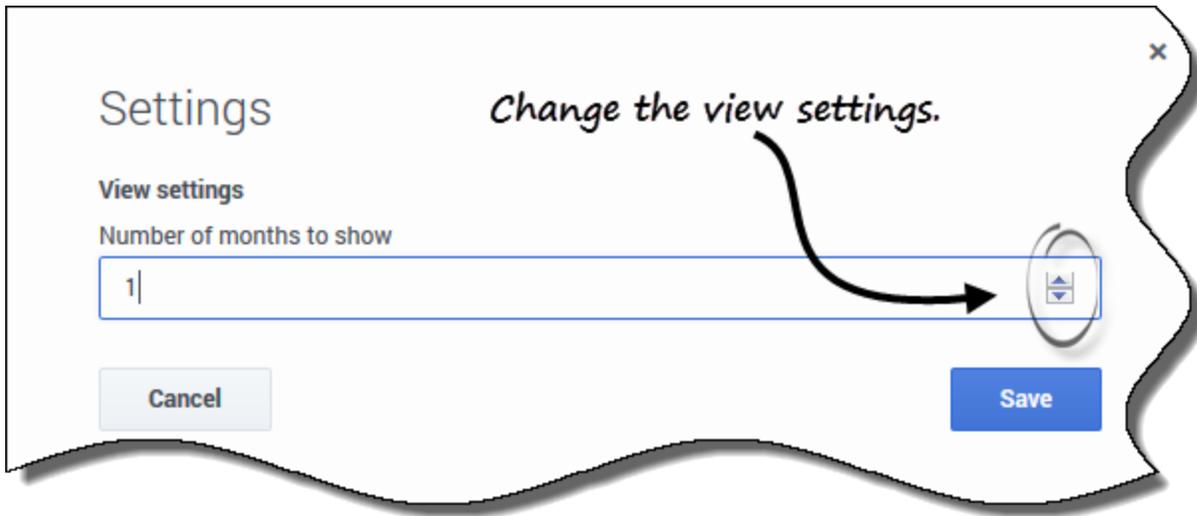
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Select the **Details** view to see your preference details in a table with the following columns:

- **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.

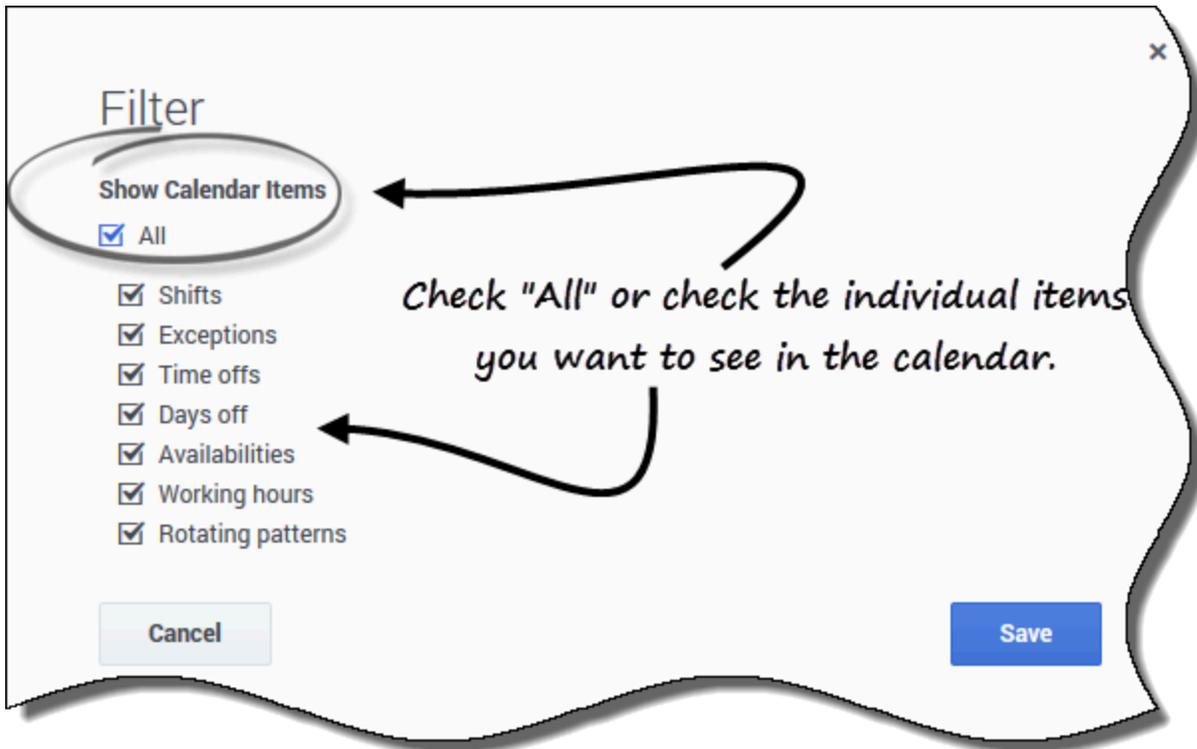


To change the settings in this view:

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**).