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Workforce Management Web for Supervisors (Classic) Help

Colors

12/10/2025

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- Supervisor


Configure the color scheme that WFM uses in the **Schedule** views to display schedule items.

Related documentation:

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Within the **Configuration** module, Supervisors can use the **Colors** view to configure the colors that WFM uses in the Supervisor **Schedule** views.

- You can configure default values for these schedule items: **Activity Sets, Breaks, Days Off, Exceptions, Marked Times, Meals, Time Offs, and Work.**
- You can configure specific colors for: **Activity Sets, Exception Types, Marked Times, or Time-Off Types.**

To find items in long lists, use Search. To sort the list in ascending or descending order, click the **Sort** icon  or the **Item** column header.

Using the drop-down list, you can filter the list by **Default, Activity Sets, Exception Types, Marked Times, or Time-Off Types** to view specific items for the selected business unit and sites. If you choose **Default**, the default colors for the business unit are displayed and the **Site** column is empty.

For details about how to configure default and specific colors, see Configuring colors.

Security permissions

To configure colors, you must have the **Configuration > Colors in Schedule** security permission, which is assigned in WFM Web. See Configuration Role Privileges.

Configuring colors

Use the **Colors** view to modify the default colors that appear in any Supervisors view which displays these schedule items: **Activity Sets, Breaks, Days Off, Exceptions, Marked Times, Meals, Time Offs, and Work.**


You can also use the **Colors** view to define specific colors for: **Activity Sets, Exception Types, Marked Times, or Time-Off Types.**

Defining default colors

To define the default colors:

1. In the **Configuration** module's drop-down menu, select **Colors**.
2. In the Colors pane drop-down menu, select **Default**.
3. In the **Item** column, click any one of the items to redefine the default background and text color for that item.

Tip

Use the Search or Sort  controls to easily find items in long lists. Sort the **Item** column in ascending or descending order, by using the icon shown here or by clicking the column header.

4. The palette displays in the **Properties** pane. Use the top half of this pane to select a text color, and the bottom half to select a background color. View your current choices in the **Sample** text strip at the top of the **Properties** pane.
5. Choose text and background colors, by using the gradient color panel, the swatches vertical scale, or the HEX number field to define a specific color.

Tip

The text color is only applicable in the **Intra-Day Schedule** and **Agent-Extended Schedule** views, when you uncheck the **Full view** check box and can see the schedule items' short codes.

6. Save your choices, by clicking **Save**  at the top of the window.

Tip

If you select a different item in the **Colors** pane without saving, the **Confirmation** dialog box appears, indicating that there are unsaved changes. Click **Yes** to save changes, **No** to discard them, or **Cancel** to cancel action.

Defining specific colors

To define specific colors:

1. In the **Configuration** module drop-down menu, select **Colors**.
2. In the **Objects** pane, select a site.
3. In the **Colors** pane drop-down menu, select **Activity Sets**, **Exception Types**, **Marked Times**, or

Time-Off Types.

4. Make your text and background color selections in the same way that is described in steps 4-6 in the procedure above.

Your choices will apply only to the selected items.

Resetting the color scheme

Click the **Reset** button in the **Properties** pane at any time to reset the color scheme.