GENESYS

Workforce Management Web for Supervisors (Classic) Help

Finding Agents in Tables

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Contents

Use the Find Agents feature to quickly find agents in large tables.

Related documentation:

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In a number of Web for Supervisors views, you can search for particular agents by using the **Find Agent** dialog box. To open it, select the table you want to search and then either:

- Select **Find** from the **Edit** menu.
- Press **[Ctrl] + F**.

You can search for agents in these views:

- The **Calendar** view.
- The table in the **Schedule Scenario Weekly View** and **Master Schedule Weekly View**. Select a cell in the **Agent Name** column to activate the **Find** command.
- The table in these views:
  - Schedule Scenario Agent Extended
  - Schedule Scenario Intra-Day
  - Master Schedule Agent Extended
  - Master Schedule Intra-Day

To search for one or more agents:

1. In the **Find Agents** dialog box, type either the full name for which you are searching or its first few letters.
2. Select the **Last Name** or **First Name** radio button.
3. Click **Find**.
   The table that you are searching now shows the first agent listed whose name matches the search string that you entered. A message box informs you if there are no agent names that match your search criteria.
4. Click **Find** again to find the next agent whose names matches the string you entered. You can search as many times as you want.
5. When you have finished searching, click **Close**.

Displaying terminated agents in tables

You can enable WFM to display terminated agents wherever agents are displayed in lists or tables in the **Schedule**, **Calendar**, **Trading**, **Adherence**, **Policies**, **Configuration**, **Reports** views. By

default, WFM does not display terminated agents.

To change the default, see the CFG_SHOW_TERMINATED_AGENTS setting in **About** > **Settings...**