Workforce Management Web for Supervisors (Classic) Help

Scenario Intra-Day: Edit Comments Dialog Box

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Related documentation:

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Use the **Edit Comments** dialog box to enter or view comments about an agent's schedule for the selected day in the **Scenario Intra-Day** or **Agent-Extended** view. To open this dialog box:

- Double-click the **Comments** cell in the column labeled ***** for the appropriate agent.

The **Comments** column is visible only if you select it on the Columns tab of the **Options** dialog box.

This dialog box contains the following controls:

- **Comments**—Enter or edit comments in this text box.
- **OK**—Click this button to accept your changes and close the dialog box. The WFM database does not save your comments until you save the scenario.
- **Cancel**—Click this button to discard your changes and close the dialog box.

Important
Adding and editing comments changes the schedule. Therefore, when you save comments, WFM validates the schedule and relevant schedule warning messages appear. A schedule warning message generated when you first save the schedule scenario generates again when you save your comments if the schedule still contains the problems that were noted in the warning.