



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 Web for Supervisors (Classic) Help

[Schedule Filter Dialog](#)

Related documentation:

-

Applies to these modules: **Weekly, Intra-Day, State Group Totals, Profiles/Bidding**.

Use the **Filter** dialog box to control the activities and contracts that are displayed within the selected site:

1. In any of these views— **Weekly, Intra-day, State Group Totals**, or **Profiles/Bidding**—click the **Filter** button on the **Actions** toolbar.
The **Filter** dialog box opens.
2. Click the **Agent Properties** tab.
3. In the **Contracts** list, select the check boxes for contracts that you want to display, from a tree of BUS, sites, and contracts. Clear the check boxes for contracts that you want to hide.
By default, all contracts are selected.
4. Select or clear the check box **Include agents with matching secondary skills**, to specify that the main view includes agents who also match according to their secondary skills and activities.

Tip

This check box is not available from the **Schedule State Group Totals** view.

5. Click the **Schedule States** tab.
6. To filter agents that will be displayed within the selected site:
 - If you are in the **Weekly, Intra-Day**, or **Profiles/Bidding** module, select **Filter Using Following Schedule States** and then, select one (or all four schedule states: **Activities**, **Meetings**, **Marked Time**, and **Shifts**). Each portion of this tree includes the current business unit, site(s), and the appropriate objects (activities, meetings, marked times, or shifts).
 - If you are in the **State Group Totals** module, this tab contains the **Schedule State Groups** list. Select the check boxes for groups that you want to display. Clear the check boxes for any groups that you want to hide. By default, all objects are selected.
7. Select the check boxes for objects that you want to display. Clear the check boxes for objects that you want to hide.
8. Click **OK**.

The view is now filtered according to your selection. If you have filtered a scenario view, this filter remains in effect until you close the scenario. However, if you select another site and then click the **Filter** button, the **Filter** dialog box reopens with its default settings.