

## **GENESYS**<sup>®</sup>

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## Workforce Management Web for Supervisors (Classic) Help

Schedule Filter Dialog

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## **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:

- 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.