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Workforce Management Web for Supervisors (Classic) Help

[Contracts Site Settings](#)

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- Supervisor

Configure settings for sites that are associated with contracts.

Related documentation:

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At the top of the **Contracts** pane, click **Site Settings** to open the pane and configure the following settings for a selected site:

Setting the minimum duration

- **Minimum Duration Between the End of the Day and Start of Next Working Day**—Enter a time period in hours and minutes for the duration between the end of the current day and start of the next working day, or specify an unlimited duration by checking the **Unlimited** check box.
- **Minimum Duration Between the Start Times of Two Consecutive Working Days**—Enter a time period in hours and minutes for the duration between the start times of two consecutive working days, or specify an unlimited duration by checking the **Unlimited** check box.

Choosing the schedule planning period type

- **Schedule Planning Period Type**—Enables you to define a period of longer than a week that can be used to set up **Contract** constraints, such as number of paid hours and number of days off. The Schedule Planning Period options are: **None**, **Monthly**, **Two Weeks**, **Three Weeks**, **Four Weeks**, **Five Weeks**, and **Six Weeks**.
- **Start Date**—Enter the date, on which the selected planning period begins.

Important

The start date must correspond to the **Week Start Day** value that is configured for the business unit, to which the site is assigned. Future iterations of the Schedule Planning Period will start on the same day of the week. If you selected the **Monthly** option, this field will be unavailable, and future iterations of the Schedule Planning Period will start on the first day of each calendar month.

After you have configured these settings, click **Save**  .

To reconfigure these settings, you can click the **Reset** button. Doing so, will reinstate the default settings and the Review Validation Messages pane opens, displaying the following warning message:

*If you click **Reset**, all settings for Schedule Planning Period work hours and time off for all Contracts at this location will be deleted. New Schedule Planning Period settings will have to be entered manually. Do you want to continue?*

Warning

If you click **Reset**, all previously entered Schedule Planning Period settings in the **Contract Constraints** and **Day off and Weekend Rules** panes are deleted, and you must reenter them for all **Contracts** in the affected site.

Click **Close**  if you want to ignore the message or **Apply**  in the **Review Validation Messages** pane, if you want to reset the settings.

Advanced hours

Use the **Advanced Hours** option only if you are using **Monthly** schedule planning periods. For information about **Monthly** schedule planning periods, see the schedule planning period types

Click this option to open the **Advanced Hours** pane, where you can define the contract's minimum and maximum hours.

The values in this pane override the standard contract hours. You can use these values if you have to customize monthly workloads to handle seasonal variations in staffing requirements.

Tip

If you set the value for a month to 0, the **Contract** constraints for monthly minimum and maximum working hours are used.

Review validation messages

If you make changes that do not pass validation, the **Review Validation Messages** pane is displayed, which includes a list of error and warning messages. These messages provide information about each constraint that is not compatible with this change or assignment. See the figures below.

The Review Messages dialog provides three options (buttons):

1. **Proceed**—Click to proceed with the change or assignment. (This button is disabled if the validation message is of type Error.)
2. **Cancel**—Click to cancel the change or assignment.
3. **Help**—Click to open a Help dialog for this topic.

REVIEW VALIDATION MESSAGES			
	Type	Name	Message
Error	Rotating Pattern	RP1 Copy	Duplicate name within the same Site assignment.

Figure: Rotating Patterns Error Message

REVIEW VALIDATION MESSAGES			
	Type	Name	Message
Warning	Agent	1209 1209	The Minimum Weekly Paid Hours in the Rotating Pattern 'RP2' > 'wp1' should not be greater than the Maximum Weekly Paid Hours in the Agent's Contract 'ContractAA'.

Figure: Assigning Contracts or Rotating Patterns Warning Messages