

# Agent Assignments Schedule

## Overview

This screen is dedicated to assigning specific schedules to Agents, whether it be on a temporary or permanent basis.

Often this feature is used to assign Agents to specific Queues during times when other people who are normally staffed to that Queue are unavailable.

Note: An Agent must log in before the schedule change becomes active.

- **Example 1:** The main sales team takes a lunch every day from 12:00-1:00 PM. An Agent (or multiple Agents) is assigned to this Queue to help with potential sales calls while the normally staffed Agents are out at lunch. This would be an example of a recurring semi-permanent schedule
- **Example 2:** On a particular day there is going to be a 2-hour meeting with the Installation team between 2:00-4:00 PM, so a temporary schedule is assigned to a specified number of Agents to field these calls during this meeting. When the meeting is over, the schedule will be deleted.

## Adding an Agent Assignments Schedule

1) Navigate to the **Agent Assignments Schedule** screen from the **Navigation Panel**. Click the **New Agent Assignment Schedule**.

image.png  
Image not found or type unknown

|          | Name       | Type | Description           |
|----------|------------|------|-----------------------|
| Required | Agent Name | List | For preexisting Agent |
|          | Queue Name | List | For Preexisting Queue |

|          | Name       | Type | Description                |
|----------|------------|------|----------------------------|
|          | Day        | List | Day of Week                |
|          | Start Time | List | Start Time (24 hour clock) |
|          | End        | List | End Time (24 hour clock)   |
| Optional | Overflow   | List | Priority                   |

2) Next choose an **Agent Name, Queue Name, Day, Start Time,** and **End Time** for the **Schedule. Overflow** is optional but is useful if you have multiple Queue assignments in place.

image.png  
Image not found or type unknown

3) Click the **Save New Agent Assignment Schedule** button. After you click save, you will see a message stating **Changes Saved.**

image.png  
Image not found or type unknown

# Deleting an Agent Assignments Schedule

- 1) Navigate to the **Agent Assignments Schedule** screen from the **Navigation Panel.**
- 2) Find the **Agent Assignments Schedule** you wish to delete, highlight by clicking on it, and then click the red **X** under the **Delete** column.
- 3) A confirmation pop-up will appear confirming your selection. Click **OK,** you will see a message stating **Changes Saved.**

image.png  
Image not found or type unknown