



5.3 Working With Agent Calendars

Bright Pattern Documentation

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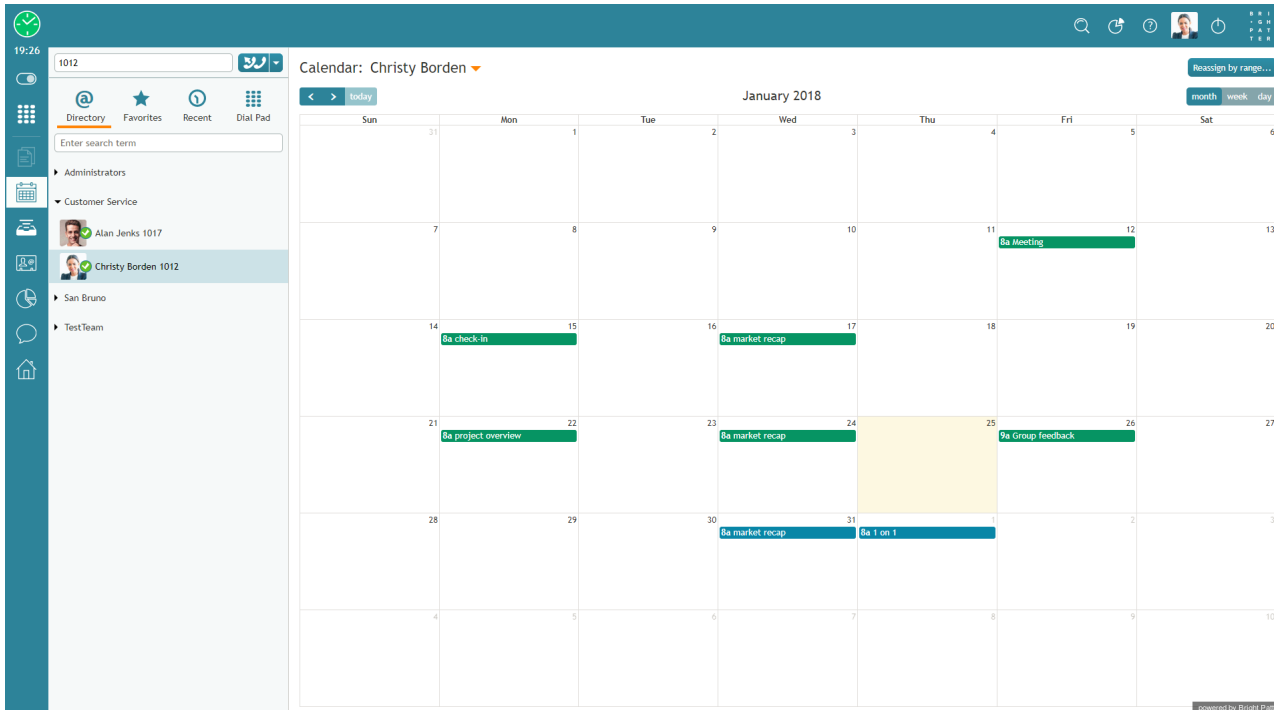
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How to View an Agent's Calendar

There are a couple ways to view the calendar of an agent on your team. You can access their calendars from your own personal calendar, or you can navigate to their calendars from the agent management functions available on your *Supervision* screen.

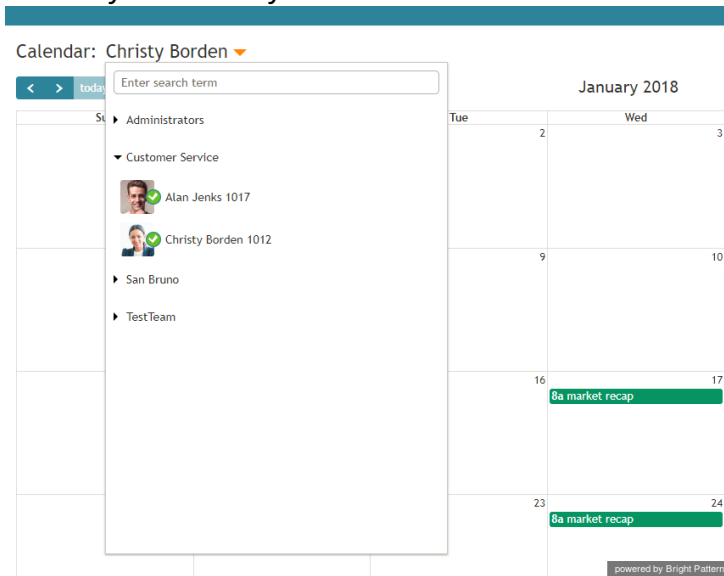
From Your Own Calendar

1. To view an agent's calendar from your own calendar, click the **Calendar** icon  on Agent Desktop's main menu. Your calendar will be shown in the Context Information Area.



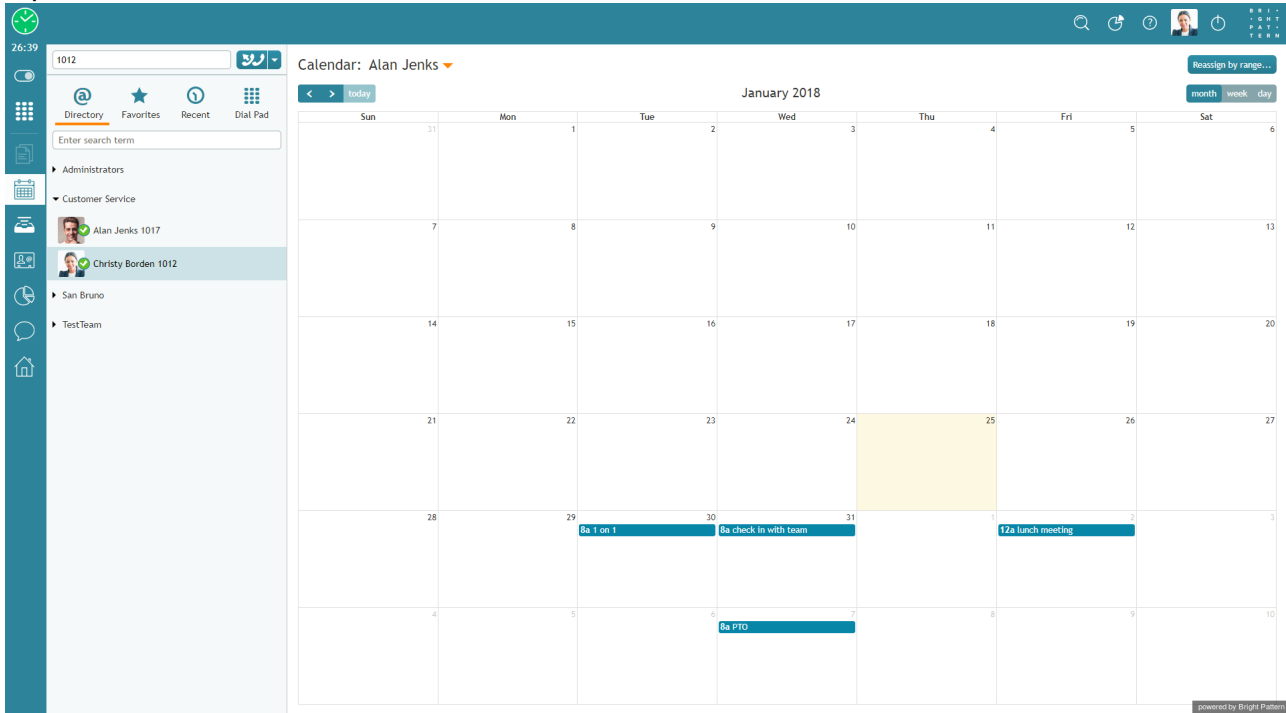
Calendar

2. At the top of the calendar, to the right of your name, select the down arrow to display a drop-down list of users in your directory.




Select a user from the directory

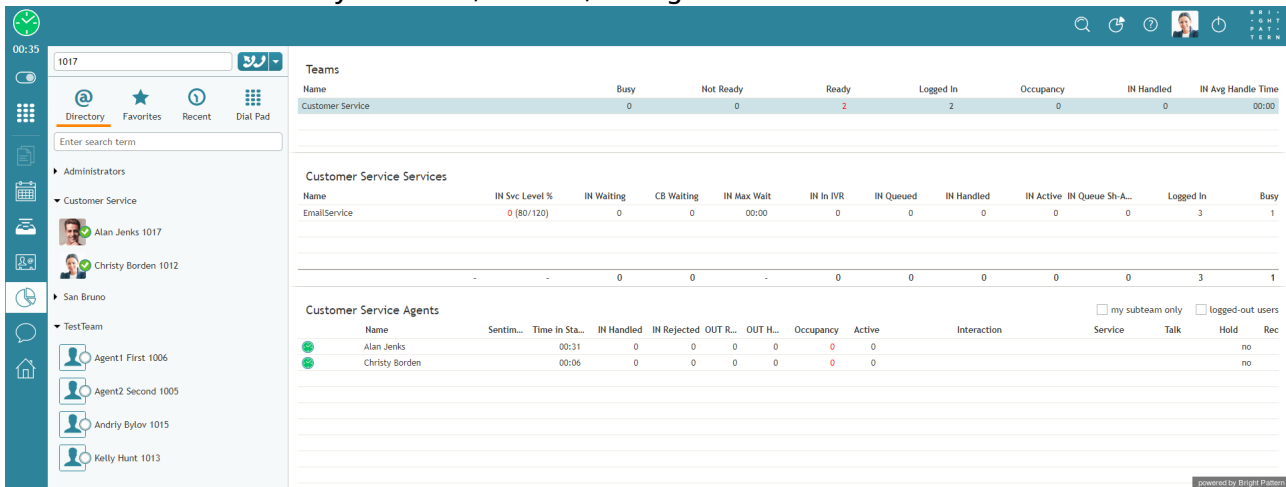
3. Select the name of the agent whose calendar you wish to view. The agent's calendar will be shown in your Context Information Area. You can tell whose calendar you are viewing by looking at the name shown at the top of the calendar.



Viewing an agent's calendar

From Your Supervision Screen

1. To view an agent's calendar from your *Supervision* screen, click the **Supervision** icon  in Agent Desktop's main menu. Metrics about your teams, services, and agents will be shown in the Context Information Area.



Supervision metrics in the Context Information Area

2. Select the desired agent from the [Agent Metrics View](#). A pop-up card will display agent management functions for the selected agent.

Teams

Name	Busy	Not Ready	Ready	Logged In	Occupancy	IN Handled	IN Avg Handle Time
Customer Service	0	0	2	2	0	0	00:00

Customer Service Services

Name	IN Svc Level %	IN Waiting	CB Waiting	IN Max Wait	IN In IVR	IN Queued	IN Handled	IN Active	IN Queue Sh-A...	Logged In	Busy
EmailService	0 (80/120)	0	0	00:00	0	0	0	0	0	2	0


Customer Service Agents

Name	Sentim...	Time In	OUT H...	Occupancy	Active	Interaction	Service	Talk	Hold	Rec
Alan Jenks			0	0	0					no
Christy Borden			0	0	0					no

my subteam only logged-out users

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Agent management functions

3. Click the **Show Agent's Calendar** button . The agent's calendar will be popped to your *Context Information Area*.