




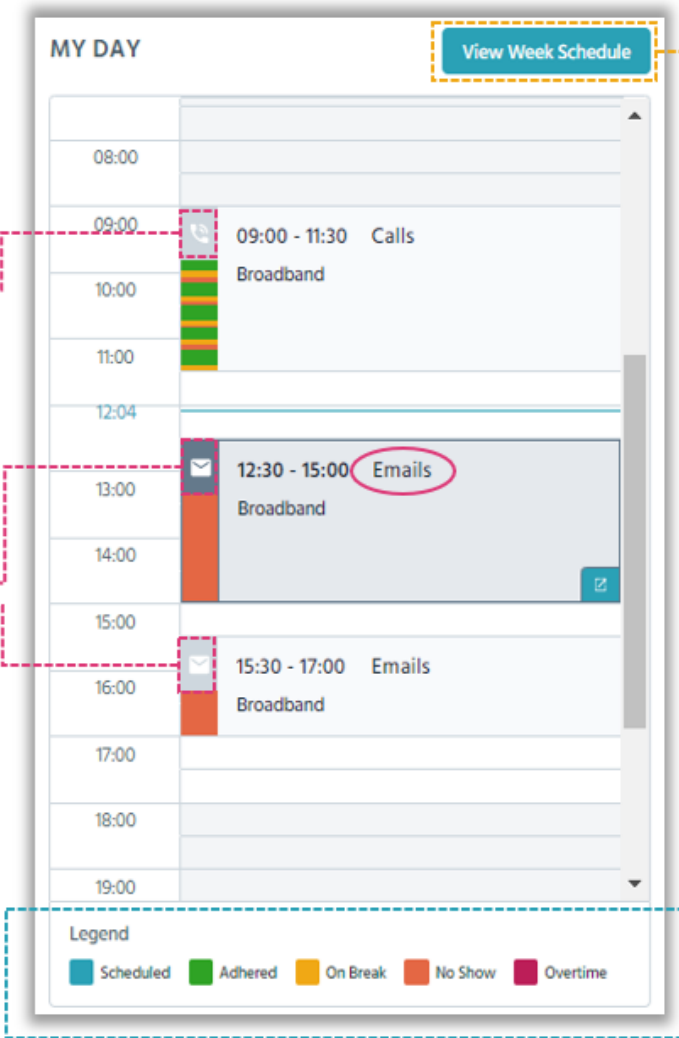


Icons allow you to see at a glance which activity you are booked into work:

- Calls: 
- Training/Coaching/Grad Bay: 
- LiveDesk: 
- Emails: 
- Admin: 



MY DAY View Week Schedule

08:00

09:00 09:00 - 11:30 Calls
Broadband

10:00

11:00

12:04

13:00 12:30 - 15:00 Emails
Broadband

14:00

15:00

16:00 15:30 - 17:00 Emails
Broadband

17:00

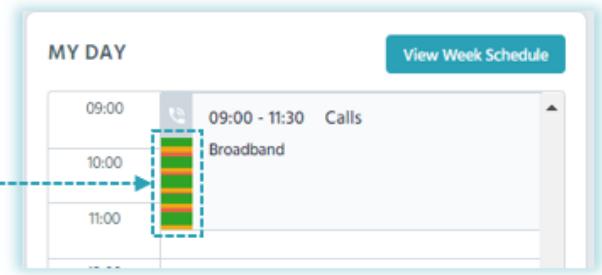
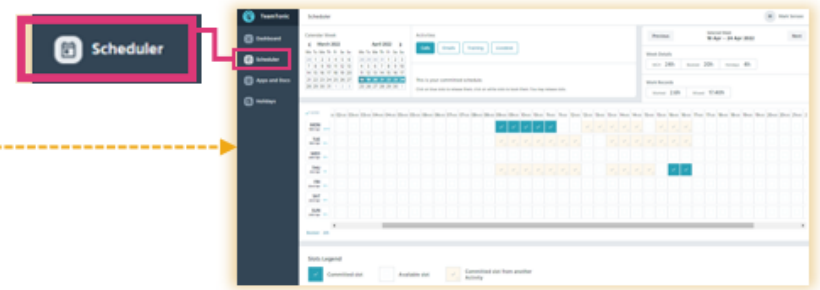
18:00

19:00

Legend

- Scheduled
- Adhered
- On Break
- No Show
- Overtime

The **View Week Schedule** button is a quick link to the scheduler page (the **Scheduler** page is discussed in more detail later).



Adherence information for each of your shifts is available by 30 min slot booked – this is for your information only and is dependant on the account (some accounts do not provide real time information). **No Show** will be applied as a default status for slots in the future (or if the account you work on does not provide real time adherence data until this information has been provided by the client).