



Clarity WFM Administration Manual, v5.7

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Table of Contents

Introduction	7
Audience	7
Goals	7
Assumptions	7
Need-to-Knows	7
Clarity Terminology	8
What's New in this Version	9
Clarity WFM Overview	10
Configuring Data & Import Settings	11
Devices Overview	11
Add a Device	11
Edit a Device	12
Remove a Device	12
Data Settings Overview	13
Configuring System Settings	14
System Settings Overview	14
Configure AD Group Role Synch	14
System Settings: General Reference	15
Site Settings	15
Email Settings Reference	15
Forgot Password Settings	16
Active Directory Settings	16

Login Settings	17
PCI Password Settings	18
System Settings: Widget Settings Reference	19
Twitter Settings.....	19
Facebook Settings	20
Misc.....	20
Configure the Scheduling Service	20
Configure the Service Bus Proxy	21
Configuring Labor, Shift, and Schedule Settings	22
Labor, Shift, and Schedule Settings Overview	22
Configure Titles	23
Skills Overview	23
Defined Hours of Operation for Skills.....	24
Adding Skills.....	24
Editing Skills	25
Deleting Skills.....	25
Skills Field Reference.....	26
Queue Hours Fields.....	27
Configure Service Levels.....	28
Labor Units Overview	28
Configure Labor Units	29
Locations Overview	29
Configure Locations.....	30
Configure Teams	30

Leave Request Types Overview	31
Configure Leave Request Types	32
Work Modes Overview	32
Shift Activity Types Overview	33
Configure Shift Activity Types	34
Roster Types Overview	34
Configure Roster Types	35
Configure Work Modes	35
Configure Aux Reasons	36
Shift and Schedule Settings Overview	37
Configure Shift Templates	39
Add Activities to a Shift Template	39
Configure Schedule Types	40
Add Shift Templates to a Schedule Type	41
Business Closures Overview	42
Configure Business Closures	43
PTO Blackout Dates Overview	43
Configure PTO Blackout Dates	44
Configuring Permissions, Roles and Accounts	45
Permissions & Roles Overview	46
Role Configuration Examples	47
Example Role: Agent/Employee	47
Example Role: Team Lead/Supervisor	49
Example Role: Scheduler	52

- Example Role: Manager/Administrator 53
- Configure Roles 56
- Permissions Reference 56
- Configure Employee Accounts 58
- Employee Account Field Reference 59
- Import Employees 61
- Mass Update Incomplete Users 62
- Appendix: Time Zones 63**
- Document Revision History 66**

Introduction

Audience

This document is written for end users who will serve as administrators of the Clarity WFM application. Readers should have a basic level of familiarity with general networking and their organization's LAN, their organization's PBX, the business rules in their contact center(s), usage of a PC and its peripherals, and the Windows operating system.

Goals

The goal of this document is to provide knowledge, reference, and procedural information necessary to administer Clarity WFM in of support those who use it in your organization.

This document is NOT intended as a specific system or network design document, nor is it designed to educate the reader on contact center concepts or best practices.

Assumptions

This document assumes that Clarity has been installed and integrated with your PBX if applicable.

Need-to-Knows

Clarity can be installed as a standalone system or with Uptivity WFO for call/screen recording and quality management. Some functionality is different in hybrid Clarity WFM/Uptivity WFO systems. Refer to the appropriate Uptivity WFO manual for related information if yours is a hybrid system.

Several Clarity features use pop-up menus and other windows that may be considered as "pop-ups" by some browsers. inContact recommends that you configure your browser to allow pop-ups for the Clarity site.

Clarity supports standard Windows methods for selecting multiple items in a list: press and hold the Shift key while clicking to select consecutive items or press and hold the CTRL key while clicking to select non-consecutive items.

In some cases, Clarity provides more than one way to accomplish a task or access a feature. The procedures in this manual explain the primary method, but also note the **Alternative** where applicable.

The AHT Goal setting is not currently used.

Clarity Terminology

As a Clarity WFM administrator, you will need to understand these application-specific terms:

- **Bidding Period:** Period of time with defined start and end dates, during which agents may bid for Bidding Schedules.
- **Bidding Schedule:** Collection of shifts that are not tied to specific Agents, but which may be bid upon and awarded to Agents by Workforce Administrators.
- **Labor Units:** Groupings of people by department, division, Skill, or other separation that makes sense for your organization. Most Labor Units have at least one associated Skill. Clarity will allow multiple Labor Units to have the same name, but this is not considered a best practice.
- **Locations:** Typically, the different physical locations where employees work. Locations are associated with Schedule Types. If different labor rules apply to different classes of employees at the same physical location, different Locations may be needed for each class.
- **Roster Types:** Activities or states that appear on the Real Time Roster. These can correspond to either Shift Activity Types (such as Lunch or Meeting) or to events sent by your PBX/ACD (such as On Call or Available).
- **Schedule Types:** Specify rules for weekly and daily total time and the types of shifts that can be assigned during a week. The rules set on Schedule Types and Shift Templates control when employees can be scheduled to work. A Schedule Type can include one or more Shift Templates.
- **Service Levels:** Every Skill associated with a PBX skill/split will have a corresponding Service Level.
- **Shift Activity Types:** Activities common to shifts in your organization. These are configured by your administrator and are used in scheduling.
- **Shift Templates:** Shift Templates use Shift Activity Types and allow you to set the time guidelines for each activity. Multiple instances of the same Shift Activity Type can be used in the same template, such as two breaks for a shift. One Shift Template can be used by multiple Schedule Types.
- **Skills:** PBX/ACD skills, splits or hunt groups. Your administrator may also configure other soft skills not related to calls. A Skill can be associated with one or more Labor Units.
- **Supervisor:** Within Clarity, the term "supervisor" has very specific meaning. A Supervisor in Clarity must have the **Can be Supervisor** checkbox selected on their user account and must be assigned as a Supervisor in relation to a Team. Whenever you see "Supervisor" (as opposed to "supervisor"), this document is referring to a user

who is configured as a Supervisor in Clarity. For more information, see [Permissions & Roles](#).

- **Teams:** Groupings of people associated with the same supervisor. Teams and Labor Units are not related, and people from different Labor Units can be on the same Team.
- **Titles:** Informational job or position titles used in your organization (such as trainer, supervisor, or team lead). Users can have the organizational title of supervisor, but not be a Supervisor in Clarity. See **Supervisor** for more information.

What's New in this Version

Feature and functionality changes in v5.7 include:

- Users can now define hours of operations for Skills, which improves the efficiency of forecasting. See [Skills Overview](#).

Clarity WFM Overview

This section provides a general overview of Clarity components and their interactions. You may also find it useful to review the:

- *Customer Guide to Clarity WFM Integrations* for details regarding how Clarity works with your PBX
- *Uptivity WFO Administration Manual* for information on using SSL, TLS, and Encryption.

A fully-integrated Clarity system includes the following components:

Component	Function
PBX	Serves as source for historical call data as well as real-time agent status and skill data.
Clarity Historical Hub Service	Service that obtains historical call volume data from your PBX, which is written to the Uptivity WFO database. Data import parameters are configured during installation.
Clarity Real-Time Hub Service	Service that receives real-time status data from your PBX. This data appears on the Clarity roster.
Clarity Web Portal	Provides employees with access to Clarity features and functionality. Administrators configure the system and manage user accounts from the portal as well. The Web Portal can be on a different machine from other Clarity services (such as the Hub services) if necessary.
Uptivity WFO Database	Stores user accounts and permissions along with Clarity configuration settings, roster settings, call volume settings, and other information.

Configuring Data & Import Settings

Devices Overview

Clarity integrates with various telephony data sources to acquire user data and call volume histories used for forecasting, scheduling, and Real Time Roster reporting. A Device must be created for each data source. The system uses that Device to track the source of the call history data and appends new data to that already imported.

All Devices are created with "Generic ACD" for the device type. Integration with different data sources is handled through Clarity's Hub services. For ease of reference, you should name each Device to reflect the data source's name and always select that Device when importing data.

Add a Device

To add a device:

1. Click the **Configuration** tab and expand **Data & Import Settings** in the left navigation menu.
2. Click **Devices**.
3. Click **Add Device**.
4. Click **Add Device** in the **Device type: Generic ACD** dialog box.
5. Enter the **Device name**.
6. Select the **Active** checkbox and click **Save**.

Edit a Device

Before changing the settings of a Device, you must confirm that it is not needed by another device. You can do this by clearing the Active check. This will display a warning message that details the devices, skills, users, and so forth tied to that Device.

To edit an existing Device:

1. Click the **Configuration** tab and expand **Data & Import** Settings in the left navigation menu.
2. Click **Edit** next to the applicable device.
3. Make any needed changes and click **Save**.

Remove a Device

A Device cannot be deleted if it has ever been used. This is by design. Deleting a Device also deletes all associated data, and would therefore impact the integrity of historical information and reports. When you attempt to remove a Device, you will see a message either telling you the Device cannot be deleted because it has been used, or confirming that the Device was deleted successfully.

To remove an existing Device:

1. Click the **Configuration** tab and expand **Data & Import Settings** in the left navigation menu.
2. Click the **Remove** button next to the applicable device.

Data Settings Overview

This section is provided for reference only. You should never change these settings after the initial installation without consulting Uptivity WFO Support. Doing so can cause current schedules, forecasts, and roster information to become unusable. Data settings include:

- **Fundamental Interval:** The basic length of time in the system via which scheduling/forecasting/ charting is done. This is the granularity at which charts will show and activities can be scheduled. inContact recommends that all installs use the lowest (and default) setting of **15 minutes**.
- **Real-Time Interval:** Specifies how the real-time services track device statistics that accumulate over an interval and reset. This value is the reset value (every x minutes). This value is specific to the client's device configuration. AACC uses 15 minutes. Some versions of Avaya CMS use 30 minutes although it might be possible to configure it to be 15, 30, or 60 minutes. The default value is **30 minutes**.
- **Calls logged upon ending instead of beginning:** This setting is related to the user's device. It indicates whether a call and associated data is written to Clarity's historical records in the time period when the call ended or when it began. The default value is **True**.
- **First Day of Work Week:** Sets the starting day of the work week. This is used in tracking and calculating minimum, maximum, and overtime hours for the week. This will also change the way reports, charts, and calendars are displayed in the web portal, changing the first day of the week to match what is set here. The default value is **Sunday**.

Configuring System Settings

System Settings Overview

i If you have a hybrid Uptivity WFO/Clarity system, these settings are also available in the Discover Web Portal, and you should view and administer them there.

System settings in Clarity let you customize various aspects of the system for your organization. They are divided into four areas: Workmodes, Widget Settings, General, and Services. For information on Workmodes, see [Work Modes Overview](#). For information on Services, see [Configure the Scheduling Service](#).

These settings are typically configured during installation. If configuration changes are needed later, these should be performed by or under the supervision of Uptivity WFO Support. Settings are explained in the following sections for your reference.

Configure AD Group Role Synch

To simplify administration, users may be placed in one or more Active Directory (AD) groups that have access to Clarity. You can then relate Clarity Roles to AD group names, and user roles and permissions are synchronized at each login based on the user's AD group membership. This feature is called AD Group Role Synch.

Because AD groups may change after installation, you may need to edit or configure these settings from time to time. For more information on these settings, see [Active Directory Settings](#).

To add an AD group for synchronization:

1. Click **Configuration** and expand **System Settings** in the left navigation menu.
2. Click **General**.
3. Under Active Directory Settings, click **Add Group**.
4. Under **Groups**, type the name of the AD group exactly as it appears in Active Directory.
5. Click **Add/Edit Roles**.
6. In the **Unassigned** column, click the Role(s) that should be assigned to users in this AD group.
7. Click **>** to move the selected Roles to the **Assigned** column.
8. Click **Apply** and then click **Save**.

To edit the Roles associated with an AD group:

1. Click **Configuration** and expand **System Settings** in the left navigation menu.
2. Click **General**.
3. Under Active Directory Settings, click **Add/Edit Roles** for the applicable group.
4. Click the Role(s) you want to edit.
5. Click **>** to move selected Roles from the **Unassigned** to the **Assigned** column, or click **<** to move Roles from the **Assigned** to the **Unassigned** column.
6. Click **Apply** and then click **Save**.

To remove an AD group from synchronization:

1. Click **Configuration** and expand **System Settings** in the left navigation menu.
2. Click **General**.
3. Under Active Directory Settings, click **Delete Group** for the group you want to remove.
4. Click **Save**.

System Settings: General Reference

Site Settings

Site Settings are used only in hybrid Uptivity WFO/Clarity installations to enable users to log in to one system and then access the other system without having to log in again. If you have a standalone Clarity system, this section does not apply.

IP address entries must begin with "http://" or "https://" as appropriate, and include a port number if applicable (for example, http:1.1.1.1:85). Otherwise, the URL validator will not receive a response from the supplied IP/port.

Email Settings Reference

These settings must be specified for Clarity to send emails other than those sent when users reset their passwords:

- **SMTP Host Email Server:** Enter the hostname of the SMTP mail server Clarity will use to send emails.
- **"Send from" Email Account:** This can be any email address, real or fake. It does not have to be tied to the entered username and password.
- **"Send from" Username:** Username for authentication to the SMTP server.
- **"Send from" Password:** Password for authentication to the SMTP server.

- **Enable Email Notifications:** This option must be selected in order for Clarity to send email notifications.

Forgot Password Settings

Forgot Password Settings are required if you allow users to reset their own passwords (see [Permissions Reference](#)). These settings are as follows:

- **Password Max Length:** Maximum number of characters a password can contain (there is no minimum requirement unless you enforce password strength; see [PCI Password Settings](#)).
- **Password special characters length:** Number of special characters the password can contain (there is no minimum requirement unless you enforce password strength; see [PCI Password Settings](#)).
- **Mail Subject:** Subject line of the email users receive when they click the "Forgot Your Password?" link.
- **Mail Body:** Body of the email users receive when they click the "Forgot Your Password?" link.

Active Directory Settings

Active Directory (AD) settings are required if your organization allows AD authentication. Clarity can be set up to let users authenticate via a Clarity user account and password (database mode) or via their Windows network/AD credentials (AD mode). They can also be given a choice of database or AD authentication at the time of login (hybrid mode). The login mode is typically configured at installation.

In multiple domain environments, Clarity maintains a separate user account for each user on each domain (this also works with the "Auto Create User on Login" feature). For example, if Joe Smith works at two different locations, each with its own domain, user jsmith would be created twice in Clarity, with one account assigned to each unique domain. Reporting and other features treat the accounts as unique individual users.

Active Directory settings apply to organizations using either AD or hybrid mode for authentication, and are as follows:

- **Auto Create User on Login:** When the checkbox is selected, allows creation of a user account in the Clarity database the first time a user logs into the system using Windows credentials. The user account is populated with the AD account's login name, first name, last name, and email address.
- **If Using AD Group Role Synch, Delete User's Roles That Do Not Match an AD Group on Login:** When your system uses AD Group Role Synch, and this checkbox is selected, any Roles assigned to an individual user that are not also assigned to that

user's AD group are removed from the user's account at login (see [Configure AD Group Role Synch](#)).

- **Domain:** Name of your AD domain. Multiple domains can be configured. This field is required if you are using AD Group Role Synch (see [Configure AD Group Role Synch](#)).
- **LDAP String:** Active Directory LDAP string (the "LDAP://" portion must be capitalized). Consider the following when configuring LDAP, particularly if logging in with AD credentials is not working properly:
 - **Case Sensitivity:** If a user logs into Windows with "Username" but their AD account is "username", the login attempt may not pass through LDAP.
 - **Idle States.** If a computer enters an idle state (for example, sleep, standby, or hibernation) that turns off the network interface card based on power management settings, users may experience intermittent login issues when using AD authentication. To avoid this, configure power management settings to keep the system and network card awake during work hours.
 - **Password Special Characters.** Certain special characters may not work properly with LDAP, resulting in a failed login attempt. These characters are known to cause problems: #, @, *, ", &, and %. These characters have been used successfully in a variety of environments: (,), ^, \$, and !.
- **Secure Sockets:** When the checkbox is selected, enables/requires the use of SSL.
- **Signing:** When the checkbox is selected, enables LDAP security; enabling it here and in Windows Server encrypts the connection between them.

Login Settings

Login Settings govern other factors associated with your system's login mode:

- **Access Type:** Specifies your system login mode (Hybrid, Database, or Active Directory).
- **User Token Expire Time:** User tokens monitor activity for a user ID within the site. The system refreshes the timestamp and expiration of the token every time a user clicks on something. Once the token expires, the user's next action will log them out and bring them back to the login screen. The default expiration time is five minutes.
- **Login Token Expire Time:** Login tokens are passed to the database when a user clicks the login button. Once the session is established, the token is expunged from the database. If something interrupts the transaction or the process encounters an error, the token may be left behind, and this timeout triggers it to be automatically deleted. The threshold should be set to only a few seconds.
- **Integration Token Expire Time:** This setting applies only to hybrid Uptivity WFO/Clarity systems. Integration tokens are similar to login tokens, but are created when a user transitions from Uptivity WFO to Clarity, or vice versa. As soon as this transaction is complete, the token is removed from the database. If something

interrupts the transaction or the process encounters an error, the token may be left behind, and this timeout triggers it to be automatically deleted. The timeout threshold should be set to only a few seconds.

PCI Password Settings

PCI Settings are optional settings that control password policy for Clarity user accounts, based on the PCI Security Standards Council's Data Security Standard (viewable at their website). Passwords are automatically "salted" by Clarity, and password changes are tracked through both the Audit Log and the System Activity Summary Report.

Changing these PCI password security settings in the Web Portal does not automatically force users to change their passwords. The settings do not affect users until their passwords are changed, either by the user or an administrator. If you want to enforce PCI settings, you must force users to change their passwords or change the passwords for them.

These PCI settings apply **only** to Clarity database user accounts and do not impact Windows accounts used with hybrid or AD authentication:

- **Max Failed Logins:** Specifies the number of times a user can attempt to log in before their account is locked. Locked accounts must be unlocked by an administrative user before the user may attempt another login. This setting does not apply in a Clarity standalone system if the account is a Superuser unless Strict Compliance is enabled (see below). In hybrid Uptivity WFO/Clarity systems, you can choose in Uptivity WFO whether or not to apply the setting to superusers.
- **Number of Days:** Applies only if the "Prevent Password Reused" checkbox is selected. Specifies how many days of password history Clarity will check to see if the password has previously been used.
- **Number of Days Prompt Password Expires:** Applies only if the "Password Expires Enforcement" checkbox is selected. Specifies the number of days Clarity will warn the user that their password is about to expire. Setting this value to zero (0) will cause all passwords to expire immediately.
- **Number of Days Password Expires:** Applies only if the "Password Expires Enforcement" checkbox is selected. Specifies the number of days a password can remain active.
- **Number of Prevent Password:** Applies only if the "Prevent Password Reused" checkbox is selected. Specifies how many historical passwords Clarity will check to see if the password has previously been used.
- **Prevent Password Reused:** When the checkbox is selected, password changes are checked against a password history to prevent reuse. Clarity does not trace passwords unless this feature is enabled, so the reuse look-back will not consider or compare

passwords used before enablement. Must be used in conjunction with either or both of these settings: "Number of Prevent Password" and "Number of Days."

- **Password Expires Enforcement:** When the checkbox is selected, controls how long a password can remain active. This applies to all Clarity accounts, including those that are superusers. Must be used in conjunction with either or both of these settings: "Number of Days Prompt Password Expires" and "Number of Days Password Expires."
- **Strength Enforcement:** When the checkbox is selected, forces all new passwords to be a minimum of eight characters in length and to contain at least one of each of the following:
 - lowercase letters
 - UPPERCASE letters
 - Numbers
 - Special characters

i Administrative users can manually change a user's password to anything that meets the complexity requirements in force, including previously used passwords. This setting affects only users changing their own passwords.

- **Strict Compliance:** Works in conjunction with the "Max Failed Logins" setting. When the checkbox is selected, all user accounts (including those with Superuser access) are locked out when the maximum number of failed logins is exceeded.

System Settings: Widget Settings Reference

These settings control all the widgets for a Clarity site. If multiple sites are installed in an environment, each site will have different widget settings.

Twitter Settings

- **Twitter Screen Name:** Screen name of the Twitter account, not the User ID.
- **Number of Twitter Posts to Show:** Set this value based on the space available on the Clarity Home page and frequency of tweets. Up to 100 tweets can be displayed.
- **Twitter Access Token:** Value created when Twitter application is created.
- **Twitter Access Token Secret:** Value created when Twitter application is created.
- **Twitter Consumer Key:** Value created when Twitter application is created.
- **Twitter Consumer Secret:** Value created when Twitter application is created.

Facebook Settings

- **Facebook App ID:** ID created by Facebook when you register your Web site with them.
- **Facebook App Secret:** Value created by Facebook when you register your Web site. Used to decode encrypted messages from Facebook.
- **Facebook Page ID:** ID for Facebook home page.
- **Number of Facebook Posts to Show:** Set this value based on the space available on the Clarity Home page and frequency of posts.
- **Facebook Publish Access Token:** Value generated by Facebook when creating a Facebook application. Used by Clarity to publish schedule announcement to a Facebook page.

Misc

- **Widget Refresh Frequency (seconds):** Specifies how often each widget refreshes its display.

Configure the Scheduling Service

The Clarity Scheduling Service handles API requests to generate schedules as well as run simulations for calculating estimated metrics. These metrics are used to generate the charts/graphs in Over/Under and Service Level reports. The Clarity application must be configured to know where the Scheduling Service is running. This is typically done during installation of Clarity.

To configure this setting:

1. Click the **Configuration** tab and expand **System Settings** in the left navigation menu.
2. Click **Services**.
3. By **Scheduling Service**, under **IP Address**, enter the IP address of the server running the Scheduling Service.
4. Under **Port**, enter the port number on which the Scheduling Service will communicate (the default port is 2016).
5. Click **Save**.

Configure the Service Bus Proxy

The Service Bus Proxy facilitates communication between the Clarity Web Portal and other services. The Clarity application must be configured to know where the Service Bus Proxy is running. This is typically done during installation of Clarity.

To configure this setting:

1. Click the **Configuration** tab and expand **System Settings** in the left navigation menu.
2. Click **Services**.
3. By **Service Bus Proxy**, under **IP Address**, enter the IP address of the server running the Scheduling Service.
4. Under **Port**, enter the HTTP port on which the Service Bus Proxy will communicate (the default port is 8080).
5. Click **Save**.

Configuring Labor, Shift, and Schedule Settings

Labor, Shift, and Schedule Settings Overview

From the Configuration tab, Clarity administrators create and maintain a variety of settings and parameters that are used in the application. These items provide the foundation for Clarity to create schedules, process leave requests, generate reports, and so forth.

The order in which you configure these settings is important, as some items depend on others. Being aware of the dependencies will help you understand the order in which to perform configuration tasks.

The following links are organized as first- and second-level items. Within each section, the order is unimportant except where noted. However, you must complete first-level items before moving on to second-level items.

- **First-Level Settings**

- [Devices Overview](#) (Devices are typically configured during installation)
- [Configure Titles](#)
- [Skills Overview](#)
- [Locations Overview](#) (Locations are typically configured during installation)
- [Configure Employee Accounts](#)
- [Configure Shift Activity Types](#)
- [Configure Roster Types](#)
- [Configure Work Modes](#) and then [Configure Aux Reasons](#)

- **Second-Level Settings**

- [Labor Units Overview](#)
- [Configure Teams](#)
- [Configure Shift Templates](#) and then [Configure Schedule Types](#)

Configure Titles

Every user must be assigned a Title (for example, employee, supervisor, trainer, and so forth). These Titles can be used to filter and search for employees. Title names can be edited, but they can only be deleted if they are not used by any employee accounts.

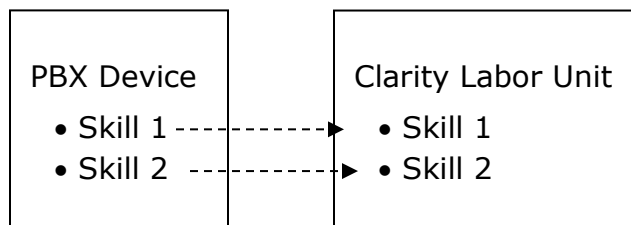
Clarity is preconfigured with "employee" and "supervisor" Titles. Configuring an employee with the Title of "supervisor" does not automatically confer the ability to act as a Supervisor in Clarity. For related information, see [Permissions & Roles Overview](#).

To configure Titles:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Titles** and, if adding a new Title, click **Add Title**.
3. Click **Edit** next to the Title, type the **Title** name and then click **Save**.

Skills Overview

Skills in Clarity can be the same as the skills, splits, and hunt groups defined on your PBX/ACD. You can add other soft skills if employees in a Labor Unit perform tasks not related to calls, such as delivering training. A Skill can be associated with one or more Clarity Labor Units.



Clarity assigns a default service level goal to each Skill when you create it. A service level goal consists of two values:

- **Waiting time:** The maximum number of seconds a customer should wait on line before being answered. The Clarity default value is 20 seconds.
- **Percent Answered:** The percentage of calls that must be answered in the waiting time. The Clarity default value is 80%.

You can edit service level goals from either the Skills page or the Service Level page (for more information, see [Configure Service Levels](#)).

Skills can be edited or removed. Skills assigned to Labor Units cannot be removed until they are removed from the Labor Units. If the Skill was originally configured with a split and the split is later deleted, Clarity disconnects the Skill from the split.

Defined Hours of Operation for Skills

You can specify hours of operation for a Skill when those hours are not 24/7. When configuring defined hours of operation for a Skill, the following considerations apply:

- The time zone for the defined hours of operation must be specified.
- The defined hours of operation can be set in increments based on your Fundamental Interval setting (see [Data Settings Overview](#)).
- The defined hours of operation can span midnight. For example, the hours of operation for a skill can be set from Wednesday 4:00 pm through Thursday 1:00 am.
- The defined hours of operation cannot overlap. For example, setting the hours of operation for a skill from Wednesday 4:00 pm through Thursday 1:00 am and then from Thursday 12:30 am through Thursday 9:00 am is invalid.
- The defined hours of operation follow the "first day of work week" setting. For example, when the "first day of work week" setting is set to "Monday," the weekly display shows Monday through Sunday rather than Sunday through Saturday.
- Hours of operation can be defined with a single set of **From/To** parameters, or with daily sets of **From/To** parameters. For example, you can set the **From** value to **Monday** at **8:00 am** and the **To** value to **Friday** at **5:00 pm**. This would limit the defined hours of operation to week days, but would include all hours during that period (even if your center is closed overnight). Alternatively, you could set the **From** value to **Monday** at **8:00 am** and the **To** value to **Monday** at **5:00 pm**, then click **Tuesday** on the calendar to set **From** and **To** values for that day, and so forth. This would enable you to have more granular control over the defined hours of operation on a daily basis.

Adding Skills

 For more information on skill settings, see [Skills Field Reference](#).

To add a Skill:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Skills** and then click **Add Skill** (or click **Edit** next to an existing Skill setting).
3. Click **New Skill** in the **Name** field and type a name for the Skill.
4. Click the **Time Zone** field and select a time zone from the drop-down list.
5. Click the **Device** field and select a device from the drop-down list.
6. Click the **Split** field and type a value.
7. Click the **Edit** link for the **Average Speed of Answer** (Service Level) field and type the appropriate value in seconds.

8. Click the **Edit** link for the **Hours of Operation** field and select the appropriate value from the drop-down list.
9. If you selected **Defined Hours of Operation** in the previous step, click **Edit** beside the **Queue Hours** field. Otherwise, skip to the final step.
10. In the **Edit Queue Hours** dialog box, set the queue hours using the calendar and From/To selectors.
11. Click **Save**.

i Queue Hours affect forecasting. For more information, see "Forecasting Call Volume Overview" in the *Clarity WFM User Manual*.

Editing Skills

To edit a Skill:

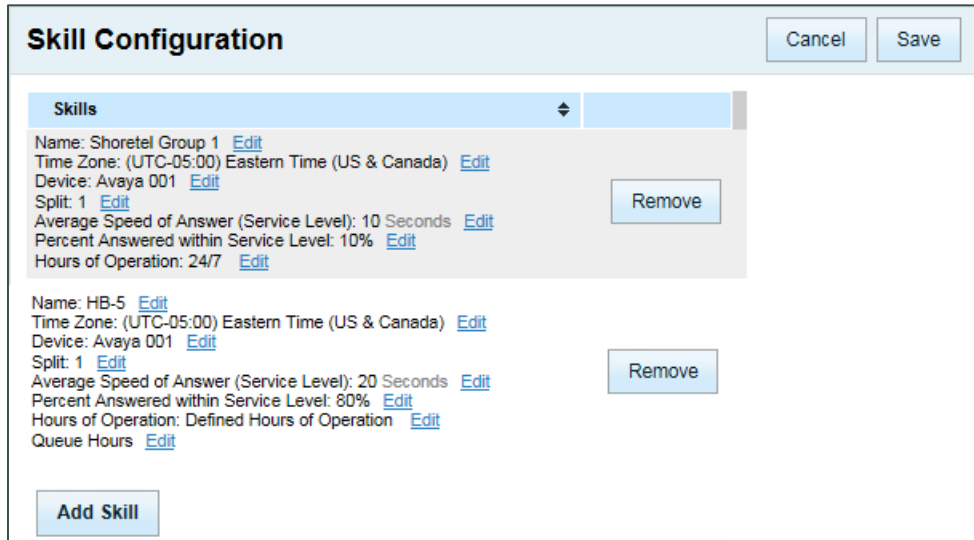
1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Skills**.
3. Click **Edit** next to an existing setting for a Skill.
4. Configure the setting as needed. For more information, see [Skills Field Reference](#).
5. Click **Save**.

Deleting Skills

To delete a Skill:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Skills**.
3. Locate the Skill you want to delete and click **Remove**.

Skills Field Reference



Skill Configuration [Cancel] [Save]

Skills [Dropdown]

Name: Shoretel Group 1 [Edit](#)
 Time Zone: (UTC-05:00) Eastern Time (US & Canada) [Edit](#)
 Device: Avaya 001 [Edit](#)
 Split: 1 [Edit](#) [Remove]
 Average Speed of Answer (Service Level): 10 Seconds [Edit](#)
 Percent Answered within Service Level: 10% [Edit](#)
 Hours of Operation: 24/7 [Edit](#)

Name: HB-5 [Edit](#)
 Time Zone: (UTC-05:00) Eastern Time (US & Canada) [Edit](#)
 Device: Avaya 001 [Edit](#)
 Split: 1 [Edit](#) [Remove]
 Average Speed of Answer (Service Level): 20 Seconds [Edit](#)
 Percent Answered within Service Level: 80% [Edit](#)
 Hours of Operation: Defined Hours of Operation [Edit](#)
 Queue Hours [Edit](#)

[Add Skill]

The following fields must be configured for each Skill:

- **Name:** Type a name for the Skill. The same name can be assigned to different Skills. However, Skill names appear in various lists and assigning the same name to different Skills may confuse users.
- **Time Zone:** From the drop-down list, select the time zone for most of the calls for this Skill so incoming call patterns line up with time of day in that time zone. If this value is not set, Clarity uses the time zone of the first device it finds related to the Skill.
- **Device:** Select a value from the drop-down list. For related information, see [Devices Overview](#). Do not select a device if you are creating a soft skill. If you select a device, you must add at least one split.
- **Split:** Type the split, skill, or hunt group value **exactly** as it appears on the device selected in the previous step (leave this value blank for a soft skill). You must select a device in order to add a split.
- **Average Speed of Answer (Service Level):** Enter a value in seconds if you want to change the default.
- **Percent Answered within Service Level:** Enter a value as a percentage if you want to change the default.
- **Hours of Operation:** Specify whether the hours of operation for the skill are 24/7 (the default) or Defined Hours of Operation.

Queue Hours Fields

Access to the Queue Hours screen becomes available only when **Hours of Operation** is set to **Defined Hours of Operation**. These fields appear on the Queue Hours screen:

- **24/7 Operation:** Allows you to return the Skill to the default 24/7 setting from the Queue Hours screen.
- **Defined Hours of Operation:** Specifies that Defined Hours of Operation are used for this Skill. Selected by default when the Queue Hours screen opens.
- **From:** Allows you specify the starting day and time for a period of defined hours of operation. If the **From** field appears disabled, click in the calendar area. Works in conjunction with the **To** field on either an overall or per-day basis.
- **To:** Allows you specify the ending day and time for a defined hours of operation period. If the **To** field appears disabled, click in the calendar area. Works in conjunction with the **From** field on either an overall or per-day basis.
- **Time Zone:** Allows you to set the time zone for the defined hours of operation, independent of the time zone defined for the associated Skill.ds
- **Calendar:** Allows you to select the days of the week to which the defined hours of operation should apply.

Configure Service Levels

The Service Levels page allows you to configure multiple Skills with the same service level goal. Only Skills associated with a PBX (device) and a split appear on this page. You can edit the service level goals for other Skills from the Skill page (for more information, see [Skills](#)).

To configure service level goals on the Service Level page:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Service Levels**.
3. Enter the applicable value for **Waiting time (in seconds)**.
4. Enter the applicable value for **Percent Answered**.
5. In the left column, click the Skill(s) to which these service level goal values should be applied and then click the arrow buttons move them to the right column.
6. Click **Save**.

Service Levels can be changed after they are created. Those changes affect only future scheduling calculations.

Labor Units Overview

Labor Units in Clarity are groupings of agents who share PBX skills or who are in the same department or division in your organization. PBX skills (and corresponding Clarity Skills) indicate the types of calls an employee can answer or make (see [Skills](#)). A Labor Unit can have zero or more Skills associated with it, and multiple Labor Units may have the same associated Skill.

Teams and Labor Units are not related. Labor Unit names do not have to be unique, but since only the names of the Labor Units appear in lists, duplicate names may be confusing to users.

Users select Labor Units from lists for several Clarity tasks and searches, including scheduling. Creating a schedule requires large volumes of data to be aggregated, evaluated and processed. Managing the size of the data sets involved helps to ensure more predictable and accurate results. Best practice is therefore to create Labor Units of 50 or fewer agents.

Existing Labor Units and the Skills associated with them can be edited and/or removed.

Configure Labor Units

To add Labor Units:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Labor Units** and then click **Add Labor Unit**.
3. Click **Edit** next to the new Labor Unit label. Enter a name for the unit.
4. Optionally, click **Add Skill**. Then click **Edit** beside the new Skill label and select a Skill from the list.
5. Click **Save** following the **Labor Units** list.

To edit or remove an existing Labor Unit:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Labor Units**.
3. To change the name of a Labor Unit, click **Edit** next to the Labor Unit label, type a new name for the unit, and then click **Save**.
4. To change the Skill associated with a Labor Unit, click **Edit** beside the Skill label for the Labor Unit, select a different Skill from the drop-down list, and then click **Save**.
5. To remove a Skill from a Labor Unit, click **Remove Skill** for the Labor Unit.
6. To delete a Labor Unit, click **Remove Labor Unit**.

Locations Overview

Locations are places to which employees are assigned for labor law compliance. Locations are tied to Schedule Types, which specify the labor rules used for scheduling. If different labor rules apply to different employees at a single physical location, different Locations may be needed for each class of employee. A Default Location is automatically created when Clarity is installed.

Locations can be deleted or edited as necessary; however, a Location cannot be deleted if it is used by any employee account. At least one Location must exist so that new users may be added, and this is typically configured during installation. If only one Location remains, the system will not allow you to delete it, and will display a warning message if you attempt to do so.

Configure Locations

To add a Location:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Locations** and then click **Add Location**.
3. In the new entry, click the **New Location** label and enter a name.
4. Click **Edit** next to the time zone and select the time zone for the Location.
5. Click **Save** under the Locations list.

To edit or delete a Location:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Locations**.
3. To edit a Location's name, click the Location label, type a new value, and then click **Save**.
4. To edit a Location's time zone, click **Edit** next to the time zone, select a new time zone from the drop-down list, and then click **Save**.
5. To delete a Location, click **Remove**.

Configure Teams

Teams are used to assign Supervisors who can then view employee profiles and create schedules. Teams and Labor Units are not related, and they do not affect schedule rules. An employee can be a member of more than one Team. People from different Labor Units can be on the same Team. Teams can be deleted, but a Team cannot be deleted if it is associated with any employee account.

You can assign more than one Supervisor to a Team. Employees must have the "Can Be Supervisor" checkbox selected in their employee account to appear in the list of available Supervisors (see [Employee Account Field Reference](#)).

To add a Team:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Teams** and then click **Add Team**.
3. In the new entry, click the **New Team** label and enter a unique name for the Team.
4. Click **Add Supervisor** (optional). For more information, see [Permissions & Roles Overview](#).
5. Click **Save** under the Teams list.

To edit or delete a Team:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Teams**.
3. To change the Team name, click the **Name** value, type a new name, and then click **Save**.
4. To change a Team supervisor, click the Supervisor **Name** value, select from the drop-down list of available Supervisors, and then click **Save**.
5. To add a supervisor, click **Add Supervisor**, select from the drop-down list of available Supervisors, and then click **Save**.
6. To remove a Supervisor, click **Remove** for that Supervisor.

Leave Request Types Overview

Leave requests are used to mark times when employees are not available for scheduling. Leaves can be voluntary (for example, PTO, FMLA or call off) or involuntary (for example, a suspension). Employees can request voluntary predefined leaves when viewing their own Schedule or PTO tab.

Based on your business rules, you can set the following restrictions on Leave Request Types:

- **Employee Can Choose:** the default value for this setting is true. If you want to prevent employees from using certain Leave Request Types, you can change it to false. For example, many organizations do not let employees record their own call-offs. If this setting is false on your "Call Off" Leave Request Type, that type would not appear on the list available to employees when making their own requests. However, it would still appear to employees (such as supervisors) who have permission to submit requests on behalf of others.
- **Requires Approval from Supervisor:** the default value for this setting is true. If your organization allows automatic approval for certain Leave Request Types, you can change it to false. For example, if you create a Leave Request Type of "Suspension", you might want to configure it for automatic approval due to the unique circumstances in which it would be used.

Clarity is pre-configured with these Leave Request Types and default settings:

- **PTO/Vacation:** Employee Can Choose and Requires Approval from Supervisor are both true.
- **FMLA:** Employee Can Choose and Requires Approval from Supervisor are both true.
- **Unpaid:** Employee Can Choose and Requires Approval from Supervisor are both true.

- **Call Off:** Employee Can Choose and Requires Approval from Supervisor are both false. It is considered a best practice to not allow employees to choose Call Off and this is reflected in the default settings for this Leave Request Type.

Configure Leave Request Types

To add Leave Request Types:

1. Click the **Configuration** tab and expand **Scheduling** in the left navigation menu.
2. Click **Leave Request Types** and then click **Add Leave Type**.
3. Click **Edit** next to the **New Type** label and enter a unique name.
4. Click the value on the **Employee can choose** line if you want to change it, and select the new value from the drop-down list.
5. Click the value on the **Requires approval from Supervisor** line if you want to change it, and select the new value from the drop-down list.
6. Click the white squares under **Background Color** and **Text Color** to customize the appearance of this leave type on employee schedules.
7. Click **Save** under the Leave Request Types list.

To edit or delete Leave Request Types:

1. Click the **Configuration** tab and expand **Scheduling** in the left navigation menu.
2. Click **Leave Request Types**.
3. To change the Leave Request Type name, click **Edit** next to the leave type, enter a unique name, and then click **Save**.
4. Click the value on the **Employee can choose** line if you want to change it, select the new value from the drop-down list, and then click **Save**.
5. Click the value on the **Requires approval from Supervisor** line if you want to change it, select the new value from the drop-down list, and then click **Save**.
6. To edit the appearance of the leave type on employee schedules, click the colored squares under **Background Color** and **Text Color**, choose a new color from the color selector, and then click **Save**.
7. To delete the Leave Request Type, click **Remove** for that type.

Work Modes Overview

On the Workmodes page you can configure four interrelated settings: Shift Activity Types, Roster Types, Work Modes, and Aux Reasons. Together, these settings:

- Specify activities that appear on schedules and how they appear.

- Specify states used by the Real Time Roster.
- Relate the activities on Clarity's schedule Shift Templates and Real Time Roster with the activities and agent states from the PBX, ACD, or other system. Related activities may have the same name (lunch, break, meeting, and so forth).

It is possible to delete the items on the Work Modes page. inContact recommends administrators delete only items that have never been used or have not been used for several months or years. Shift Activity Types in use cannot be deleted. Deleting old Shift Activity Types will delete old schedule shift records. Deleting actively used Roster Types, Work Modes, and Aux Reasons will remove users from the roster immediately or possibly when their work mode/state changes.

i For some integrations, certain Work Modes must not be deleted. Refer to the *Customer Guide* for your WFM integration or contact Uptivity WFO Support for more information.

Shift Activity Types Overview

Shift Activity Types must be created before supervisors can assign those activities to shift templates. You can specify activities common to various shifts and set labor rules surrounding those activities. These settings affect other aspects of scheduling in Clarity. For example:

- Paid activities count towards maximum/minimum hours per week/day and overtime calculations; unpaid activities do not. If your settings allow a maximum of 40 hours per week, you can schedule employees for five nine-hour days where each day has a one hour unpaid lunch, so they are only working eight paid hours every day.
- The Late Threshold value is used by the Real Time Roster to determine if an employee is late for an activity. For example, if the threshold for lunch is 300 seconds (five minutes) and the employee is still logged into the PBX four minutes after lunch has started, the roster does not show the employee as late.

Clarity is preconfigured with these Shift Activity Types: Lunch, Break, Meeting and Training.

You can only delete Shift Activity Types if they are not being used by a Roster Type or a Shift Template. If you try to delete a Shift Activity Type that is in use, Clarity alerts you by highlighting the entry.

Configure Shift Activity Types

To add a Shift Activity Type:

1. Click the **Configuration** tab and expand **System Settings** in the left navigation menu.
2. Click **Workmodes** and then click **Add Shift Activity**.
3. Enter a unique **Name** for the new entry.
4. Select the checkbox if this is a **Paid Activity**.
5. Click the white square under **Color** to customize the appearance of this activity type on employee schedules.
6. Enter the **Late Threshold** in seconds and click **Save**.

To edit/delete a Shift Activity Type:

1. Click the **Configuration** tab and expand **System Settings** in the left navigation menu.
2. Click **Workmodes**.
3. To edit a Shift Activity Type setting, click in the applicable field, change the value, and then click **Save**.
4. To delete a Shift Activity Type, click **Delete** for that type.

Roster Types Overview

Roster Types are activities or states that appear on the Clarity Real Time Roster. These activities should be related to Shift Activity Types if they also appear on schedules. They can also be related to Work Modes and Aux Reasons. Roster Types can include phone states (such as On Call, Call Wrap, or Available), shift activities (such as lunch, break, or meeting), or general agent status (for example, Off Shift). Clarity is preconfigured with these Roster Types:

- On Call
- Call Wrap
- Available
- In Ring
- Lunch Break
- Break
- Meeting
- Training

- Off Shift
- Other
- Tech Issue

The Off Shift Roster Type must be linked to the corresponding Work Mode(s) for breaks between shifts to display correctly under Schedule Adherence. If no Off Shift activities are specified, down time between shifts may not be detected correctly, causing it to appear as if shifts run together continuously.

Configure Roster Types

To add a Roster Type:

1. Click the **Configuration** tab and expand **System Settings** in the left navigation menu.
2. Click **Workmodes** and then click **Add Roster Type**.
3. Type a unique name for the new entry.
4. If activities appear on both the schedule and Real Time Roster, select the corresponding Shift Activity Types (for example, lunch).
5. Select the **On Shift** checkbox if the activity should appear as such on the Real Time Roster, and click **Save**.

To edit/delete a Roster Type:

1. Click the **Configuration** tab and expand **System Settings** in the left navigation menu.
2. Click **Workmodes**.
3. To edit a Roster Type setting, click in the applicable field, change the value, and then click **Save**.
4. To delete a Roster Type, click **Delete** for that type.

Configure Work Modes

Work Mode codes from your PBX should be entered in Clarity for accurate and efficient reporting. By relating these codes to Roster Types, you can determine how agent status is shown on the Real Time Roster.

Work Modes available are determined by your integration type, some of which may allow you to create custom values. Examples of a Work Mode could include "On-Site" or "In Queue." You should have at least one Work Mode.

To add a Work Mode:

1. Click the **Configuration** tab and expand **System Settings** in the left navigation menu.
2. Click **Workmodes** and then click **Add Work Mode**.
3. Type the Work Mode **Name** and **Value** exactly as they are configured on the PBX/ACD.
4. Select a **Roster Type**.
5. Select the **Use Aux Reason** checkbox (optional; see [Configure Aux Reasons](#) for more information).
6. Click **Save**.

To edit/delete a Work Mode:

1. Click the **Configuration** tab and expand **System Settings** in the left navigation menu.
2. Click **Workmodes**.
3. To edit a Work Mode setting, click in the applicable field, change the value, and then click **Save**.
4. To delete a Work Mode, click **Delete** for that type.

Configure Aux Reasons

Aux Reason codes configured on the PBX/ACD are typically related to a Work Mode, but usually provide additional information about the Work Mode. For example, "Agent Troubleshooting" or "Hardware Maintenance" provides more precise details for a Work Mode like "On-Site." Another example is the Aux-Work Mode in the Avaya CMS. Agents in this mode can further enter a code to specify if they are on break, at lunch, or in a meeting.

If a Work Mode is related to an Aux Reason on the PBX, both will appear in the PBX data event. A single Work Mode may have multiple associated Aux Reasons. Entering Aux Reasons in Clarity and relating them to Roster Types allows you to further specify how agent status is shown in the Real Time Roster.

To add an Aux Reason:

1. Click the **Configuration** tab and expand **System Settings** in the left navigation menu.
2. Click **Workmodes** and then click **Add Aux Reason**.
3. Type the Aux Reason **Name** and **Value** exactly as they are configured on the PBX/ACD.
4. Select a **Roster Type** and click **Save**.

To edit/delete an Aux Reason:

1. Click the **Configuration** tab and expand **System Settings** in the left navigation menu.
2. Click **Workmodes**.
3. To edit an Aux Reason setting, click in the applicable field, change the value, and then click **Save**.
4. To delete an Aux Reason, click **Delete** for that reason.

Shift and Schedule Settings Overview

Schedule Types and Shift Templates together specify the labor rules governing work activities and hours.

A Schedule Type specifies rules for weekly and daily total time and specifies the types of shifts that can be assigned during a week. The rules set on the Schedule Type and Shift Template control when employees can be scheduled to work. A Schedule Type can include one or more Shift Templates.

Shift Templates use Shift Activity Types and allow you to set the time guidelines for each activity. Multiple instances of the same Shift Activity Type can be used in the same template, such as two breaks for a shift. Each instance should have different values. One Shift Template can be used by multiple Schedule Types.

An individual employee can be associated with only one Schedule Type. There is no way to assign employees to specific shifts. The "Minimum minutes between shifts" setting prevents users from being scheduled on a mixture of day and night shifts during the same week. If users rotate shifts from one week to another, this change must be made manually after a schedule is created.

To create these items, you must understand and incorporate any applicable corporate and government labor regulations. The automated scheduler uses this information to determine what shifts to give an employee. The number of Schedule Types and Shift Templates needed varies based on a company's needs. Here are some example schedules.

Scenario 1: Three Eight-Hour Shifts

A company has three shifts: 8 AM – 4 PM, 4 PM – 12 AM, and 12 AM – 8 AM. Staffing is seven days a week. Employees do not rotate shifts and work either Monday – Friday or Saturday – Sunday. In this scenario, create one basic Shift Template (for example, a 30-minute lunch and two 15-minute breaks) with the following Schedule Types:

- Weekday Morning
- Weekday Evening
- Weekday Night
- Weekend Morning
- Weekend Evening
- Weekend Night

Scenario 2: 7 AM – 8 PM Hours

A company is staffed from 7 AM – 8 PM, Monday through Saturday. Employee shifts can change (for example, morning, afternoon, or evening) and can be four, six, or eight hours. Employees work no more than 32 hours a week over five days. In this scenario, create one Schedule Type and three Shift Templates.

Schedule settings:

- Minimum minutes between shifts: If an employee can work until 8 PM and then work another shift at 7 AM, this value would be 660 (11 hours * 60 minutes).
- Maximum hours: 32
- Maximum hours per day: 8
- Schedule shift days: All days except Sunday

Create one Shift Template for each four, six, and eight hour block. Each template may require different activities based on labor regulations.

Scenario 3: 7 AM – 8 PM Hours, Rotating Saturdays

This scenario is the same as Scenario 2 except employees are required to work only one Saturday per month. In this case, create the Schedule Type and Shift Templates mentioned in Scenario 2, but exclude Saturday and Sunday from the Shift Templates. Then create three Saturday-only Shift Templates, one for each time block. Assuring employees work only one Saturday per month would require manual schedule editing.

The more complex your organization's schedule is, and the more flexibility you need to accommodate, the greater the chance that you will need to incorporate some manual editing into building your schedules.

Daylight Saving Time (DST) changes require special considerations. For Spring DST, if you create an event that:

- Starts at 2:00 A.M., 2:15 A.M., 2:30 A.M., or 2:45 A.M., Clarity moves the start time automatically to 1:00 A.M., 1:15 A.M., 1:30 A.M., or 1:45 A.M.
- Ends at 2:00 A.M., 2:15 A.M., 2:30 A.M., or 2:45 A.M., Clarity moves the end time to 1:00 A.M., 1:15 A.M., 1:30 A.M. or 1:45 A.M.
- Starts before 2:00 A.M. and ends at 3:00 A.M. or after, Clarity creates the event normally.

For Fall DST, complications arise when schedules overlap the 2 A.M. time change, particularly if schedules start or end at that time.

Configure Shift Templates

To add a Shift Template:

1. Click the **Configuration** tab and expand **Scheduling** in the left navigation menu.
2. Click **Shift Templates** and then click **Add Shift Template**.
3. Click **Edit** on the **Name** line and type a unique name for the template.
4. Click **Edit** on the **Length** line and specify the total hours and minutes for the shift using the drop-down lists.
5. Click **Add Activity** if you need to associate Shift Activity Types with this template and refer to [Add Activities to a Shift Template](#).
6. Click **Save**.

Shift Templates can be deleted as long as they are not used in any Schedule Types. To delete a Shift Template:

1. Click the **Configuration** tab and expand **Scheduling** in the left navigation menu.
2. Click **Shift Templates**
3. Click **Remove** next to the applicable Shift Template.

Add Activities to a Shift Template

Each shift typically has a variety of activities that regularly occur, but the timing of these activities may vary. Clarity allows you to add Shift Activity Types to your Shift Templates, but configure their occurrence differently within each template. The total length in hours for all activities cannot exceed the length in hours entered for the shift and you cannot save a template if activities are configured to start or end outside the shift's duration. For related information, see [Shift Activity Types](#).

Buffer minutes must be considered carefully if employee schedules will be filled with multiple types of activities. The buffer applies to all activities, not specific activities. If lunch has a 60 minute after-buffer, then a training activity could not be scheduled immediately after lunch.

When you use the drop-down lists for time selection, you must conform to the Fundamental Interval settings in your system. For details, see [Data Settings Overview](#).

To add activity types to a Shift Template (if you are continuing from the [Configure Shift Templates](#) procedure, begin with step 3):

1. Click the **Configuration** tab and expand **Scheduling** in the left navigation menu.
2. Click **Shift Templates** and then click **Add Activity** under the applicable Shift Template.
3. Click **Edit** on the **Activity Type** line and select an activity type from the drop-down list.
4. Click **Edit** on the **Length** line and specify the total hours and minutes for the activity using the drop-down lists.
5. Click **Edit** on the **Start of starting range** line and use the drop-down lists to specify the earliest time the activity can start in relation to the start of the shift.
6. Click **Edit** on the **End of starting range** line and use the drop-down lists to specify the latest time the activity can start in relation to the start of the shift.
7. Click **Edit** on the **Buffer minutes before activity** line and use the drop-down list to specify how many minutes must pass between the end of a previous activity and the beginning of this activity.
8. Click **Edit** on the **Buffer minutes after activity** line and use the drop-down list to specify how many minutes must pass between the end of this activity and the beginning of the next.
9. Click **Save**.

To remove a Shift Activity Type from a Shift Template:

1. Click the **Configuration** tab and expand **Scheduling** in the left navigation menu.
2. Click **Shift Templates**.
3. Click **Remove** next to the Shift Activity Type you want to delete.

Configure Schedule Types

To add a Schedule Type:

1. Click the **Configuration** tab and expand **Scheduling** in the left navigation menu.
2. Click **Schedule Types** and then click **Add Schedule Type**.

3. Click **Edit** on the **Name** line and type a unique name for the Schedule Type.
4. Click **Edit** on the **Location** line and select the Location that will use this schedule from the drop-down list.
5. Click **Edit** on the **Minimum minutes between shifts** line and use the drop-down lists to specify the total hours and minutes that must elapse between an employee's scheduled shifts.
6. Click **Edit** on the **Maximum non-overtime hours per week** line and use the drop-down lists to specify the total paid hours and minutes employees can work before they are in overtime.
7. Click **Edit** on the **Maximum total hours per week** line and use the drop-down lists to specify the total paid hours and minutes an employee can work in any given week. If overtime is not allowed, this setting should have the same value as the previous setting.
8. Click **Edit** on the **Minimum hours per week** line and use the drop-down lists to specify the minimum paid hours and minutes for which an employee should be scheduled.
9. Click **Edit** on the **Maximum non-overtime hours per day** line and use the drop-down lists to specify the maximum paid hours and minutes employees can work in a given day before they are in overtime.
10. Click **Add Type Entry** if you need to associate a Shift Template with this Schedule Type and refer to the next procedure in this section.
11. Click **Save**.

Schedule Types can be deleted as long as they are not assigned to any employees. To delete a Schedule Type:

1. Click the **Configuration** tab and expand **Scheduling** in the left navigation menu.
2. Click **Schedule Types**.
3. Click **Remove** next to the applicable Schedule Type.

Add Shift Templates to a Schedule Type

Multiple Shift Templates can be added to a Schedule Type, and the same Shift Template can be used with multiple Schedule Types. To add a Shift Template to a Schedule Type:

1. Click the **Configuration** tab and expand **Scheduling** in the left navigation menu.
2. Click **Schedule Types** and then click **Add Type Entry** under the applicable Schedule Type.
3. Click **Edit** on the **Shift template line** and select a template from the drop-down list.
4. Select the appropriate checkbox(es) for the **Days** on which the template can be used.

5. Click **Edit** on the **Start of starting range** line and use the drop-down lists to specify the earliest time a shift can start (relative to midnight).
6. Click **Edit** on the **End of starting range** line and use the drop-down lists to specify the latest time a shift can start (relative to midnight).
7. Click **Edit** on the **Start granularity in minutes** line and use the drop-down list to specify when within the hour shifts can begin. For example, a setting of 60 minutes will result in every shift beginning on the hour; a setting of 15 minutes can result in shifts beginning on the quarter hour.
8. Click **Save**.

i To create a fixed shift starting time, set **Start of starting range** and **End of starting range** to the same value and leave **Start granularity in minutes** set to the default. Placing a value of zero (0) in this field will cause the schedule to error and not process correctly.

To remove a Shift Template from a Schedule Type:

1. Click the **Configuration** tab and expand **Scheduling** in the left navigation menu.
2. Click **Schedule Types**.
3. Click **Remove** next to the applicable Shift Template.

Business Closures Overview

Business closures are dates and times when you know employees do not need to be scheduled. These may include holidays (such as New Year's Day or the Fourth of July in the United States); days when employees will be at a company meeting; office or employee relocations, and so forth. If an office is closed one day each month (such as the first weekday of the month), configure those days as Business Closures. If an office is closed the same day each week, do not check that day on the Schedule Type(s).

Annual holidays must be entered each year. If a Business Closure affects multiple Locations, you must create a separate closure for each Location. If you add a Business Closure for a time frame during which employees are already scheduled at that Location, Clarity displays a warning message. Business Closures display at a user's Location on the Edit Calendar and Edit Schedule pages, and Clarity will not allow users to manually add shifts during those times.

You can sort the list of Business Closures by clicking any column header. The arrows will display according to ascending or descending order. Once a closure date has passed, you can delete the closure without affecting historical schedules.

Configure Business Closures

To add a Business Closure:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Business Closures**.
3. Click the **Date** field and select a day from the calendar.
4. Select a **Start Time** and an **End Time** from the drop-down lists.
5. Select a **Location** from the drop-down list.
6. To **Override schedules' minimum hours requirements for this closure**, select the checkbox.
7. Click **Add**.

To delete a Business Closure:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Business Closures**.
3. Click **Delete** in the row for the applicable Business Closure.

PTO Blackout Dates Overview

Description	Start Date	End Date	Maximum Allowed PTO Requests	Approved PTO Requests	
MLK Day Blackout	Feb 1, 2013	Feb 1, 2013	1	0	Delete

Add PTO Blackout Date

Description:

Start Date:

End Date:

Maximum Allowed PTO Requests:

Add

You can specify a date or date range during which PTO requests are limited. Once the PTO request limit has been reached, blackout dates appear as black on all employee schedules, and are labeled with the information you type in the **Description** field. You may therefore find it helpful to include the phrase "PTO Blackout" or something similar in the description.

18	19	20	21	22	23	24
	1a Shift 1a PTO/Vacation	12a PTO Blackout: Two-Day Sale				

You can sort the list of PTO Blackouts by clicking the column header for **Description**, **Start Date**, or **End Date**. The arrows will display according to ascending or descending order.

Once a blackout period has passed, you can delete it without affecting historical schedules.

Configure PTO Blackout Dates

To configure PTO Blackout Dates:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **PTO Blackout Dates**.
3. Type a **Description**.
4. Type a **Start Date** and an **End Date** for the blackout period.
5. Type the **Maximum Allowed PTO Requests** that may be submitted during the blackout period and click **Add**.

To delete a PTO Blackout:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click PTO Blackout Dates.
3. Click **Delete** in the row for the desired blackout period.

Configuring Permissions, Roles and Accounts

Permissions, roles, and accounts work together as key security features in Clarity. Consider:

- Employees must have user **accounts** in order to be scheduled and tracked on the Real Time Roster, even if they will never log in to Clarity themselves.
- A user account allows an employee to log in to Clarity, assuming that the employee knows the username, password, and Clarity URL. However, with no **role** assigned, the employee would see only the Home tab with his employee profile information, could not see his schedule, and could not perform any actions.
- **Permissions** are assigned to roles and specify the actions that can be performed by users with that role.

When Uptivity WFO and Clarity are installed together, user account information is stored in the same database.

Users can log in to each application if they know their account names, passwords, and the application URLs. In other words, users can log in to Clarity and then access Uptivity WFO without logging in again and vice versa. In order to access any functionality in either application, they must be assigned roles.

Both Uptivity WFO and Clarity allow logging in with Windows credentials when correctly configured with Active Directory integration. Some organizations allow users to log in with either their Windows credentials or a Uptivity WFO/Clarity account. If your organization uses only Windows-based logins, passwords should be managed through your Active Directory solution and *not* through Clarity. See the "Security" section in the *Uptivity WFO Administration Manual* for more information.

Role design varies by the needs of the organization. Two common role design strategies are user-based and task-based.

User-based roles include all permissions typically needed by a specific user (such as employee, supervisor, or system administrator). For example, a supervisor may need to view the Real Time Roster, create schedules, and create users.

Task-based roles focus on tasks, not users. A task-based role can be Manage Users with the permission to create users and schedules. Another task can be Monitor a Shift with permission to view the roster and real-time reports. Multiple roles can be assigned to the same user.

The steps for creating roles and user accounts vary depending on whether or not Uptivity WFO is installed with Clarity. In hybrid Uptivity WFO/Clarity systems, Roles are shared across applications and are managed from Uptivity WFO. The Uptivity WFO **Roles** page

will open automatically when you click **Roles** from Clarity. Refer to the *Uptivity WFO Administration Manual* for further information on configuring roles in a hybrid system. This section explains how to manage roles in a Clarity standalone system.

i Agents may log in to multiple devices (that is, ACDs), but Clarity can only tie each user account to one ACD. If users must be tracked for each login, a separate Clarity account must be created for each login.

Permissions & Roles Overview

Permissions in Clarity are best understood in the context of the tasks to which they relate. Very few Clarity tasks require only a single permission.

Most contact centers include supervisors (team leads) who need access to different levels of information and functionality than does a regular employee (agent). Some supervisors need access to just their individual team, while others may need access to multiple teams or to all employees. Clarity lets you assign permissions to support these scenarios, so it's important to understand the following:

- Many permissions offer both "All" and "Team" versions (for example, Employee Schedule All View and Employee Schedule Team View).
- Employee searches in Clarity can only be done by users who have three permissions in combination: Employee Section, Employee Search, and either Employee Profile All View or Employee Profile Team View. This is an important basic permission set for team leads and above, since many actions can only be performed from the search results window.
- "All" permissions override "Team" permissions. A supervisor with the Employee Schedule All View permission will be able to view schedules for all employees, including members of their team(s).
- "Team" permissions **only** apply to users who are configured as Supervisors of that Team. The user's account must have the **Can Be Supervisor** checkbox selected for that user to be assigned as a Team Supervisor. For more information on assigning Supervisors to Teams, see [Configure Teams](#). For more information regarding who can be a Supervisor, see [Employee Account Field Reference](#).
- "Team" and "All" permissions can be used in combination, and supervisors can be assigned "All" permissions when appropriate. For example, a supervisor might have the Employee Profile All View and Employee Schedule Team View permissions. This would allow them to see any/all employees in search results, but only view schedules for members of their assigned team.
- One Team can have multiple supervisors and one supervisor can be assigned to multiple Teams. However, each user can be a member of only one Team.

- The "Team" and "All" permissions for Add Leave Request, Leave Request Approval, Schedule and PTO Page **do not** automatically give you the ability to act on yourself. In other words, supervisors with the Employee Schedule Team Edit permission cannot edit their own schedules. This is true even if the supervisor is a member of the team. You can only act on yourself if you have specific rights to do so via a "Self" permission.
- The "All" permissions for Profile View, Roster, and Swap Request Approval **do** automatically give you the ability to act on yourself. "Self" permissions are not required. In other words, supervisors with the Swap Request Approval All permission could approve their own shift swap requests. For this reason, "All" permissions should be limited to a select group.
- The "Team" permissions for Profile View and Roster **do** automatically give supervisors the ability to act on themselves if they are members of their team(s). "Self" permissions are not required. For this reason, supervisors should not typically be members of the teams they supervise.
- Titles included in an employee's profile are for search/filter purposes only. Entering "Supervisor" in the Title field on an employee's profile does **not** mean Clarity will view that person as a supervisor.

Most organizations have at least one manager or administrator who should be able to perform nearly all Clarity functions on behalf of all (or nearly all) users. Clarity does provide the option of designating a user as a "superuser" when you are creating the user account. Superuser access is not a role and can only be granted to individual users. Because of the powerful nature of superuser access, and the potential for misuse, the preferred method is to create roles with the minimum necessary permissions to accomplish the applicable tasks, and assign those roles to the appropriate users. Superusers must still have the **Can Be Supervisor** checkbox selected in their user account to be made Supervisor of a Team.

Role Configuration Examples

Following are some examples of typical roles within a contact center. Each example role lists tasks commonly associated with that role, and the Clarity permission set required to complete each of those tasks. Because some permissions/permission sets may affect multiple tasks, the permissions required for the role are also summarized for easy reference.

Example Role: Agent/Employee

In many organizations, basic agents should be able to perform just these tasks:

- Log in to Clarity.
 - Requires a Clarity user account but no specific permissions.

- Change their password and/or request a forgotten password.
 - Requires Allow Change Password permission (or Allow Password Changes in the Discover Web Portal).
- View (but not change) their schedule.
 - Requires Employee Schedule Self View permission.
- Request leaves and schedule swaps from their own schedule.
 - Requires Employee Schedule Self View permission.
- View their pending requests and leave history, as well as make and cancel leave requests, from their own PTO tab.
 - Requires Employee Schedule Self View and PTO Page Self Edit permissions.
- View (but not change) their own profile information – Name, Labor Units, Teams, Skill sets, and so forth, but not Roles or Schedule Types.
 - Requires a Clarity user account but no specific permissions.
- Customize their Clarity dashboard by adding, viewing or deleting Clarity widgets.
 - Requires the Home Page Widgets permission.

To meet this need, create and assign a Role with these permissions to agents:

- Allow Change Password (or Allow Password Changes in the Discover Web Portal)
- Employee Schedule Self View
- PTO Page Self Edit
- Home Page Widgets

Following are tasks which may or may not be performed at the agent level. Permissions required for these tasks may already be contained in the Role's basic permission set.

If your organization uses the Schedule Bidding feature, add this permission to allow agents to bid for schedules:

- Employee Self Edit (additional conditions also apply; see the "Bid for Schedules" section of the *Clarity WFM User Manual* for more information).

If your agents should be able to edit their own profiles, they need these permissions:

- Allow User Admin (or Allow User Administration in the Discover Web Portal)
- Employee Section
- Employee Self Edit

i If agents have permission to edit their own profiles, they can also edit their own password even if they do not have the Allow Change Password permission.

If your agents should be able to edit their own schedules, they need these permissions:

- Employee Schedule Self Edit
- Employee Section

Example Role: Team Lead/Supervisor

In many organizations, a first-level supervisor or team lead oversees one or more teams. This person would typically perform all the tasks discussed in [Example Role: Agent/Employee](#) and should also be able to perform these tasks:

- View schedules for team members.
 - Requires Employee Section, Employee Search, Employee Profile Team View, and Employee Schedule Team View permissions.
- Edit schedules for team members on the team member's Schedule tab or on the Overview report.
 - Requires Employee Section, Employee Search, Employee Profile Team View, and Employee Schedule Team Edit permissions.
- View pending requests and leave history for team members.
 - Requires Employee Section, Employee Search, Employee Profile Team View, Employee Schedule Team View (or Team Edit) and PTO Page Team View permissions.
- View profile information for team members.
 - Requires Employee Section, Employee Search, and Employee Profile Team View permissions.
- Edit profile information for team members.
 - Requires Employee Section, Employee Search, Employee Profile Team View, and Allow User Administration permissions.
- Approve leave requests for members of their team(s) from the team member's Schedule or PTO tab, and/or from the Overview report.
 - Requires Leave Request Approval Team permissions, in addition to permissions required to view/edit the Schedule tab, PTO tab, and/or Overview report.
- Approve leave requests for members of their team(s) from the Processes Report.
 - Requires Reports Section, Reports Processes, and Leave Request Approval Team permissions.

- Approve schedule swap requests for members of their team(s).
 - Requires Reports Section, Reports Processes, and Swap Request Approval Team permissions.
- View the Real Time Roster for their team(s).
 - Requires Reports Section, Reports Real Time, and Roster Team permissions.
- View the Overview and/or Adherence reports for their team(s).
 - Requires Reports Section, Employee Section, Employee Search, and Employee Schedule Team View permissions.

To meet this need, create and assign a Role with these permissions to team lead(s). You will also need to configure the team lead as a Supervisor for the applicable team(s). For more information on assigning Supervisors to teams, see [Configure Teams](#). For more information regarding who can be a Supervisor, see [Employee Account Field Reference](#).

- Allow Change Password (or Allow Password Changes in the Discover Web Portal)
- Allow User Admin (or Allow User Administration in the Discover Web Portal)
- Employee Section
- Employee Search
- Employee Schedule Self View
- PTO Page Self Edit
- PTO Page Team View
- Employee Profile Team View
- Employee Schedule Team Edit
- Leave Request Approval Team
- Swap Request Approval Team
- Reports Processes
- Reports Section
- Reports Real Time
- Roster Team
- Home Page Widgets

Following are tasks which may or may not be performed at the team lead level. Some of the permissions required for these tasks may already be contained in the basic permission set in the Role described here.

If team leads should be able to enter leave requests and/or record call offs for their team members from the team member's Schedule tab, PTO tab, and/or the Overview report, they need these permissions:

- Add Leave Request Team
- Permissions to view/edit the Schedule tab, PTO tab, and/or Overview report

If team leads should be able to use historical widgets, they need these permissions:

- Reports Section
- Reports Historical
- Historical Widgets

If team leads should be able to use real-time widgets, they need these permissions:

- Reports Section
- Reports Real Time
- Real Time Widgets

If team leads should be able to use ad hoc reports, they need these permissions:

- Reports Section
- Allow Clarity Ad Hoc Reporting

If team leads should be able to create report subscriptions for Clarity ad hoc reports, they need these permissions:

- Reports Section
- Allow Clarity Ad Hoc Reporting
- Allow Report Subscriptions

If team leads should be able to create shared schedules for use with report subscriptions, they need these permissions:

- Reports Section
- Allow Report Subscriptions

If team leads should be able to add items to the News Widget, they need these permissions:

- Home Page Widgets
- Edit News Widget

Example Role: Scheduler

In many organizations, one person creates schedules for the contact center and performs related tasks like forecasting, but may or may not supervise employees. A dedicated "scheduler" would typically perform all the tasks discussed in [Example Role: Agent/Employee](#) and would also need to perform these tasks:

- Create, trend, analyze and manage forecast data sets.
 - Requires Forecast Section, Forecast Acquire, Forecast Trend, and Forecast Predict permissions.
- Create and publish schedules.
 - Requires Schedule Section, Schedule Load, Schedule Create, and Schedule Publish permissions.
- Create and publish bidding schedules.
 - Requires Schedule Section, Schedule Bidding, Schedule Load, Schedule Create, and Schedule Publish permissions.
- Add, view, or delete the Scheduler widget on their Home tab.
 - Requires Home Page Widgets and Schedule Create permissions.

To meet this need, create and assign a Role with these permissions to schedulers:

- Allow Change Password (Allow Password Changes in the Discover Web Portal)
- Employee Schedule Self View
- PTO Page Self Edit
- Home Page Widgets
- Forecast Section
- Forecast Acquire
- Forecast Predict
- Forecast Trend
- Schedule Section
- Schedule Create
- Schedule Load
- Schedule Publish
- Schedule Bidding

Example Role: Manager/Administrator

Most organizations have one person, or a relatively small team of people, who should be able to administer Clarity users and the Clarity application itself. This person would typically perform all the tasks discussed in [Example Role: Agent/Employee](#) as well as the following tasks:

- View profile information for all employees.
 - Requires Employee Section, Employee Search, and Employee Profile All View permissions.
- Edit profile information for all employees.
 - Requires Employee Section, Employee Search, Employee Profile All View, and Allow User Administration permissions.
- View pending requests and leave history for all employees.
 - Requires Employee Section, Employee Search, Employee Profile All View, Employee Schedule All View (or All Edit), and PTO Page All View permissions.
- Approve leave requests for all employees from the employee's Schedule or PTO tab, and/or from the Overview report.
 - Requires Leave Request Approval All permission, in addition to permissions required to view/edit the Schedule tab, PTO tab, and/or Overview report.
- Approve leave requests for all employees from the Processes report.
 - Requires Reports Section, Reports Processes, and Leave Request Approval All permissions.
- Approve schedule swap requests for all employees.
 - Requires Reports Section, Reports Processes, and Swap Request Approval All permissions.
- View schedules for all employees.
 - Requires Employee Section, Employee Search, Employee Profile All View, and Employee Schedule All View permissions.
- Edit schedules for all employees on the employee's Schedule tab or on the Overview report.
 - Requires Employee Section, Employee Search, Employee Profile All View, and Employee Schedule All Edit permissions.
- Add users to Clarity.
 - Requires Employee Section and Employee Create permissions.

- Configure Clarity settings (such as add Supervisors to Teams, add new Skills, and so forth)
 - Requires the Configuration Section permission.
- View the Real Time Roster for all employees.
 - Requires Reports Section, Reports Real Time, and Roster All permissions.
- View the Overview and/or Adherence reports for all employees.
 - Requires Reports Section, Employee Section, Employee Search, and Employee Schedule All View permissions.

To meet this need, create and assign a Role with these permissions to managers:

- Allow Change Password (or Allow Password Changes in the Discover Web Portal)
- Employee Section
- Employee Search
- Employee Profile All View
- Allow User Administration
- PTO Page All View
- PTO Page Self Edit
- Leave Request Approval All
- Swap Request Approval All
- Employee Schedule Self Edit
- Employee Schedule All Edit
- Home Page Widgets
- Configuration Section
- Employee Create
- Reports Section
- Reports Processes
- Reports Real Time
- Roster All

Following are tasks which may or may not be performed by managers/ administrators. Permissions required for these tasks may already be contained in the Role's basic permission set.

If managers should be able to enter leave requests and/or record call offs for all employees from the employee's Schedule tab, PTO tab, and/or the Overview report, they need these permissions:

- Add Leave Request All
- Permissions to view/edit the Schedule tab, PTO tab, and/or Overview report

If managers should be able to use historical widgets, they need these permissions:

- Reports Section
- Reports Historical
- Historical Widgets

If managers should be able to use real-time widgets, they need these permissions:

- Reports Section
- Reports Real Time
- Real Time Widgets

If managers should be able to use ad hoc reports, they need these permissions:

- Reports Section
- Allow Clarity Ad Hoc Reporting

If managers should be able to create report subscriptions for Clarity ad hoc reports, they need these permissions:

- Reports Section
- Allow Clarity Ad Hoc Reporting
- Allow Report Subscriptions

If managers should be able to create shared schedules for use with report subscriptions, they need these permissions:

- Reports Section
- Allow Report Subscriptions

If managers should be able to add items to the News Widget, they need these permissions:

- Home Page Widgets
- Edit News Widget

Configure Roles

To create a Role:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Roles** and then click **New Role**.
3. Type a unique **Name** for the Role.
4. Type a **Description** for the Role (optional).
5. Click **Create New Role**.
6. Select the Role from the drop-down list.
7. Select the checkbox(es) for any permission(s) to be associated with this Role. For details about permissions, see [Permissions & Roles Overview](#).
8. Click **Save** and then **OK**.

To edit a Role:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Roles** and select the Role you want to edit from the drop-down list.
3. Select the checkbox(es) for permission(s) to be added and/or clear the checkbox(es) for permission(s) to be removed.
4. Click **Save** and then click **OK**.

Permissions Reference

All of the Clarity permissions here are listed in alphabetical order. Some permission names are slightly different in the Discover and Clarity Web Portals, and those are noted accordingly.

Add Leave Request All

Add Leave Request Team

Allow Change Password (Allow Password Changes in hybrid systems)

Allow User Admin (Allow User Administration in hybrid systems)

Call Off

Configuration Section

Edit News Widget

Employee Create

Employee Profile All View

Employee Profile Team View

Employee Schedule All Edit

Employee Schedule All View

Employee Schedule Self Edit

Employee Schedule Self View

Employee Schedule Team Edit

Employee Schedule Team View

Employee Search

Employee Section

Employee Self Edit

Forecast Acquire

Forecast Predict

Forecast Section

Forecast Trend

Historical Widgets

Home Page Widgets

Leave Request Approval All

Leave Request Approval Team

PTO Page Self Edit

PTO Page All View

PTO Page Team View

Real Time Widgets

Report Subscription (Allow Report Subscriptions in the Discover Web Portal)

Reports Clarity Ad Hoc (Allow Clarity Ad Hoc Reporting in the Discover Web Portal)

Reports Historical

Reports Processes

Reports Real Time

Reports Section

Roster All

Roster Team

Schedule Bidding

Schedule Create

Schedule Load

Schedule Publish

Schedule Section

Swap Request Approval All

Swap Request Approval Team

Configure Employee Accounts

If you have a hybrid Uptivity WFO/Clarity system, it is best practice to create the Clarity employee account first since this also creates a Uptivity WFO user account for that employee. If you create the user account in Uptivity WFO first, the Clarity employee account will have missing fields and cannot be used until these fields are updated (for details, see [Mass Update Incomplete Users](#)).

To create an employee account:

1. Click the **Employees** tab and then click **Create**.
2. Complete the employee record fields used in your organization.
3. If you want to include a photo, click **Upload New Photo**, navigate to the applicable image file, and then click **Open**.
4. Click the small **Create** button.

To edit an employee account:

1. Click the **Employees** tab and then click **Search**.
2. Type one or more criteria items that identify the employee and click the smaller **Search** button.
3. Locate the employee in the **Search Results** list and click **Edit**.
4. Edit the values as needed and then click **Save**. To add an employee photo or change the existing photo, click the photo/placeholder. Navigate to the applicable image file, and then click **Open**.

Employee Account Field Reference

Clarity allows you to enter a wide variety of data about each employee. The following list of employee account fields and associated information will help you decide which fields are appropriate to use in your organization. Fields noted with an asterisk (*) are required. Fields that exist in both the Uptivity WFO user account and Clarity employee account appear in **blue**.

- **First Name***
- **Last Name***
- **Title***: For related information, see [Configure Titles](#).
- **Location***: For related information, see [Locations](#).
- **Employee ID**: This optional identifier can be a number used in other systems, such as HR or your PBX.
- **Labor Unit**: For related information, see [Labor Units Overview](#).
- **Team**: For related information, see [Configure Teams](#).
- **Username***: Used by the employee to log into Clarity; must be unique.
- **Password***: Used by the employee to log into Clarity. Clarity itself does not have any built-in password requirements or restrictions. If authentication is done via Active Directory, password length and other security measures are configured there.
- **Email***: A valid email address is required for every employee account. If you attempt to save the employee without an email address, Clarity will prompt you to enter one.
- **Phone**: Enter numbers only.

- **Active:** If this checkbox is not selected, the employee cannot access Clarity and is not available for scheduling. Any historical information would still appear on reports. Inactive employees can be reactivated.

i In hybrid Clarity/Uptivity WFO systems, clearing the **Active** checkbox can cause the agent to lose access to both applications. In some cases, you may need to keep an agent's Uptivity WFO access even if he/she will no longer be scheduled with Clarity. To accomplish this, leave the Active checkbox selected, but deselect the Labor Unit associated with the agent and set the Device to <None>. This removes the agent from any scheduling and Real Time Roster pages, but leaves the account intact.

- **Superuser:** Selecting this checkbox provides unlimited access to Clarity and Uptivity WFO, if applicable. Grant this status only when absolutely necessary.
- **Can Be Supervisor:** Selecting this checkbox causes the employee to appear in the list of available Supervisors during Team configuration.
- **Schedule Type:** Required for any employee who should be automatically scheduled by Clarity.
- **Labor Time Zone:** Enter the employee's work time zone if it differs from that of the employee's assigned Location.
- **Roles:** Multiple Roles are permitted; for related information, see [Permissions & Roles Overview](#).
- **Skills:** Multiple Skills are permitted; for related information, see [Skills](#).
- **Device:** For related information, see [Devices Overview](#).
- **Device Unique ID:** Type the unique login ID for the employee on the Device, such as logid, TelsetLoginID, and so forth. The Device and Device Unique ID combination must be unique to the agent. If it is not and you attempt to save the agent, Clarity will warn you that the Device Unique ID is already in use and will not allow you to save the duplicated values.

Device Unique IDs by Integration Type	
Avaya CMS	Login
Avaya AACC	TelsetLoginID
Cisco UCCX	resourceLoginID
Cisco UCCE	SkillTargetID (Take from Agent Table)
ShoreTel Contact Center	Agent_id
ShoreTel Director	AgentDN
Zeacom Contact Center	Loginid

- **Cell Phone**

- **Cell Carrier:** Required for Clarity to send text messages to the employee.
- **Enable SMS:** Select this checkbox for Clarity to send text messages.
- **Upload New Photo:** If employee photos will be included in the profile, the photo must be on your PC or an accessible network drive, and must be in GIF, PNG, or JPEG format. Photos are uploaded by default to the CallCopy\ ClarityImages directory. Alternatively, Clarity can be configured (either during installation or later by Uptivity WFO Support) to use a custom location such as a network file share. The IIS_IUSRS account on the Clarity server must have read and write permissions to any directory used.

Import Employees

i This procedure applies only to hybrid Uptivity WFO/Clarity systems.

For hybrid systems, employees can be imported in batches using the Import Users function in Uptivity WFO. If you have a database or Excel spreadsheet of agents, you may be able to generate a CSV data file. That information can be imported into Uptivity WFO, then migrated to and updated in Clarity, saving time by minimizing data entry tasks. You may include roles in the CSV file but are not required to do so.

A file must be in the following format: username, password, locked, first_name, last_name, email, system_username, system_domain, employee_id, site_id, phone1;phone2;phone3;, role1;role2;role3;

To import a CSV file of employees in a hybrid Uptivity WFO/Clarity system:

1. In the Discover Web Portal, click the **Administration** tab and expand **Permissions** in the left navigation menu.
2. Click **Users** and then click **Import Users**.
3. Click **Select**.
4. Browse to locate and open the file.
5. If the CSV file contains a heading row (Name, Title, Position, and so forth), select the checkbox for **Import file has a header:** to ignore this row during import. Click **Upload File**.
6. When the upload is complete and the file has been parsed successfully, follow the procedure to [Mass Update Incomplete Users](#).

Mass Update Incomplete Users

i This procedure applies only to hybrid Uptivity WFO/Clarity systems.

Users created in, or imported via, Uptivity WFO do not have many of the information fields required for Clarity scheduling and roster reporting. As those users are created, they appear on the Mass Update list and must be updated.

In the **Roles** section of the **Update Incomplete Users** screen, the drop-down list displays available roles in alphabetical order. Even if you do not select a Role in this screen (for example, you may have already assigned Roles in Uptivity WFO), Clarity still assigns the displayed Role to the employee.

To avoid this, select an appropriate Role for every employee before updating. If the Role has already been assigned to the employee, you will see a warning message but the employee will update successfully.

To update incomplete users:

1. Click the **Configuration** tab and expand **Miscellaneous** in the left navigation menu.
2. Click **Mass Update Incomplete Users**.
3. Enter the missing information for each user. For details, see [Employee Account Field Reference](#).
4. Click **Update Selected**.

Appendix: Time Zones

Clarity stores times in UTC (Coordinated Universal Time). This table shows the offset between time zones. For example EST is UTC-05:00 so 8:00PM UTC is 3:00PM EST.

Name of Time Zone	Time
Dateline Standard Time	(UTC-12:00) International Date Line West
Samoa Standard Time	(UTC-11:00) Midway Island, Samoa
Hawaiian Standard Time	(UTC-10:00) Hawaii
Alaskan Standard Time	(UTC-09:00) Alaska
Pacific Standard Time	(UTC-08:00) Pacific Time (US and Canada); Tijuana
Mountain Standard Time	(UTC-07:00) Mountain Time (US and Canada)
Mexico Standard Time 2	(UTC-07:00) Chihuahua, La Paz, Mazatlan
U.S. Mountain Standard Time	(UTC-07:00) Arizona
Central Standard Time	(UTC-06:00) Central Time (US and Canada)
Canada Central Standard Time	(UTC-06:00) Saskatchewan
Mexico Standard Time	(UTC-06:00) Guadalajara, Mexico City, Monterrey
Central America Standard Time	(UTC-06:00) Central America
Eastern Standard Time	(UTC-05:00) Eastern Time (US and Canada)
U.S. Eastern Standard Time	(UTC-05:00) Indiana (East)
S.A. Pacific Standard Time	(UTC-05:00) Bogota, Lima, Quito
Atlantic Standard Time	(UTC-04:00) Atlantic Time (Canada)
S.A. Western Standard Time	(UTC-04:00) Caracas, La Paz
Pacific S.A. Standard Time	(UTC-04:00) Santiago
Newfoundland and Labrador Standard Time	(UTC-03:30) Newfoundland and Labrador
E. South America Standard Time	(UTC-03:00) Brasilia
S.A. Eastern Standard Time	(UTC-03:00) Buenos Aires, Georgetown
Greenland Standard Time	(UTC-03:00) Greenland
Mid-Atlantic Standard Time	(UTC-02:00) Mid-Atlantic

Azores Standard Time	(UTC-01:00) Azores
Cape Verde Standard Time	(UTC-01:00) Cape Verde Islands
UTC	(UTC) Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London
Greenwich Standard Time	(UTC) Casablanca, Monrovia
Central Europe Standard Time	(UTC+01:00) Belgrade, Bratislava, Budapest, Ljubljana, Prague
Central European Standard Time	(UTC+01:00) Sarajevo, Skopje, Warsaw, Zagreb
Romance Standard Time	(UTC+01:00) Brussels, Copenhagen, Madrid, Paris
W. Europe Standard Time	(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna
W. Central Africa Standard Time	(UTC+01:00) West Central Africa
E. Europe Standard Time	(UTC+02:00) Bucharest
Egypt Standard Time	(UTC+02:00) Cairo
FLE Standard Time	(UTC+02:00) Helsinki, Kiev, Riga, Sofia, Tallinn, Vilnius
GTB Standard Time	(UTC+02:00) Athens, Istanbul, Minsk
Israel Standard Time	(UTC+02:00) Jerusalem
South Africa Standard Time	(UTC+02:00) Harare, Pretoria
Russian Standard Time	(UTC+03:00) Moscow, St. Petersburg, Volgograd
Arab Standard Time	(UTC+03:00) Kuwait, Riyadh
E. Africa Standard Time	(UTC+03:00) Nairobi
Arabic Standard Time	(UTC+03:00) Baghdad
Iran Standard Time	(UTC+03:30) Tehran
Arabian Standard Time	(UTC+04:00) Abu Dhabi, Muscat
Caucasus Standard Time	(UTC+04:00) Baku, Tbilisi, Yerevan
Transitional Islamic State of Afghanistan Standard Time	(UTC+04:30) Kabul
Ekaterinburg Standard Time	(UTC+05:00) Ekaterinburg
West Asia Standard Time	(UTC+05:00) Islamabad, Karachi, Tashkent

India Standard Time	(UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi
Nepal Standard Time	(UTC+05:45) Kathmandu
Central Asia Standard Time	(UTC+06:00) Astana, Dhaka
Sri Lanka Standard Time	(UTC+06:00) Sri Jayawardenepura
N. Central Asia Standard Time	(UTC+06:00) Almaty, Novosibirsk
Myanmar Standard Time	(UTC+06:30) Yangon Rangoon
S.E. Asia Standard Time	(UTC+07:00) Bangkok, Hanoi, Jakarta
North Asia Standard Time	(UTC+07:00) Krasnoyarsk
China Standard Time	(UTC+08:00) Beijing, Chongqing, Hong Kong SAR, Urumqi
Singapore Standard Time	(UTC+08:00) Kuala Lumpur, Singapore
Taipei Standard Time	(UTC+08:00) Taipei
W. Australia Standard Time	(UTC+08:00) Perth
North Asia East Standard Time	(UTC+08:00) Irkutsk, Ulaanbaatar
Korea Standard Time	(UTC+09:00) Seoul
Tokyo Standard Time	(UTC+09:00) Osaka, Sapporo, Tokyo
Yakutsk Standard Time	(UTC+09:00) Yakutsk
A.U.S. Central Standard Time	(UTC+09:30) Darwin
Cen. Australia Standard Time	(UTC+09:30) Adelaide
A.U.S. Eastern Standard Time	(UTC+10:00) Canberra, Melbourne, Sydney
E. Australia Standard Time	(UTC+10:00) Brisbane
Tasmania Standard Time	(UTC+10:00) Hobart
Vladivostok Standard Time	(UTC+10:00) Vladivostok
West Pacific Standard Time	(UTC+10:00) Guam, Port Moresby
Central Pacific Standard Time	(UTC+11:00) Magadan, Solomon Islands, New Caledonia
Fiji Islands Standard Time	(UTC+12:00) Fiji Islands, Kamchatka, Marshall Islands
New Zealand Standard Time	(UTC+12:00) Auckland, Wellington
Tonga Standard Time	(UTC+13:00) Nuku'alofa

Document Revision History

Revision	Change Description	Effective Date
0	Initial version for this release	2015-09-01