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Genesys Engage cloud Workforce Management 8.5.1 Guide

Add or Edit Start/End Time

12/19/2025

Add or Edit Start/End Time

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

To set the start and end time for availability or working hours:

1. Enter the **Start Time**.
You can either type the start time directly into the field, or use the up or down arrow to select the time.

Tip

For **Working Hours**, your selections must fall within agent availability. For **Working Hours** with a status of **Granted**, your selections override a shift with **Preferred** status and set absolute working hours.

2. Enter the **End Time**, using the same options.
The **Availability** or **Working Hours** duration cannot exceed 36 hours.
3. Select **Next Day** if the **End Time** is on the day after the **Start Time**.

Important

If you select **Next Day**, the **End Time** must be before 12:00 noon.

4. Enter any comments you want to make regarding this **Calendar item**.
5. Click **Finish**.