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Genesys Engage cloud Workforce Management 8.5.1 Guide

Add Calendar Items Wizard

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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](#).

Using this wizard, you can add availability, time off, exceptions, days off, shifts, and working hours. (This wizard is available to supervisors with the appropriate security access.)

To use the wizard:

1. Select the **Calendar** pane.
2. Select **Calendar Items** from the **Views** menu.
3. Select an object from the **Objects pane**:
 - From the **Agents** tree: a business unit, site, team, or agent
 - From the **Activities** tree: a business unit, site, or activity
4. Select a **date or dates** from the Calendar.
5. Click **Get data**.
6. Click the **Add Calendar Item** icon on the toolbar or select **Add Calendar Item** from the **Actions** menu.

For instructions on filling in each wizard screen, see:

- [Choose Activities](#).
- [Choose Agents](#).
- [Choose Calendar Items](#).

Depending upon the choices that you make on the first two screens, you proceed to one of these screens:

- [Add or Edit Start/End Time](#)
- [Add or Edit Exceptions](#)
- [Add or Edit Shifts](#)
- [Add or Edit Time Off](#)
- [Comments](#)

The last three screens can also appear when you edit Calendar items.