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Genesys Engage cloud Workforce Management 8.5.1 Guide

Advanced Hours

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Advanced Hours

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](#).

The **Advanced Hours** option, which opens the **Advanced Hours** pane, is used only if you are using **Monthly** schedule planning periods. For information about **Monthly** schedule planning periods, see the **Contracts** > **Site Settings** tab.

The **Advanced Hours** pane defines **Contract** minimum and maximum hours.

The values in this pane override the standard **Contract** hours. You can use these values if you have to customize monthly workloads to handle seasonal variations in staffing requirements.

Tip

If you set the value for a month to 0, the **Contract** constraints for monthly minimum and maximum working hours are used.