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Genesys Engage cloud Workforce Management 8.5.1 Guide

[Choose Calendar Item](#)

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Choose Calendar Item

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 choose a Calendar Item:

1. Select an item from the **Calendar Item Type** group of radio buttons.
If you selected agents from more than one site on a previous page, then the list of calendar item types is limited to: **Availability**, **Day Off**, **Time Off**, **Exceptions**, and **Working Hours**.

Depending on your selection here, one of several different screens will appear next. If you select:

- **Availability**, the next screen is: [Choose Start/End Time](#).
- **Day Off**, the next screen is: [Comments](#).
- **Exception**, the next screen is: [Choose Exception](#).
- **Shift**, the next screen is: [Choose Shift](#).
- **Time Off**, the next screen is: [Choose Time Off](#).
- **Working Hours**, the next screen is: [Choose Start/End Time](#).

2. Select an item from the **Requested State** group of radio buttons: **Preferred**, **Granted**, or **Declined**.

Tip

If you selected **Working Hours** or **Exception**, the required state is preset to **Granted**. If you grant a **Day Off**, Scheduler grants the day off regardless of the impact on service levels.

3. Click **Next**.

Tip

If WFM Web cannot assign some selections, it opens a window that lists the agents, days, and reasons involved.

See also: [Add \(or Edit\) Calendar Items Wizard](#).