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Genesys Engage cloud Workforce Management 8.5.1 Guide

[Choose Dates](#)

12/16/2025

Choose Dates

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](#).

Use this wizard page to specify the range of dates for which you will specify **Time Off limits** and other values.

Start Date <i>spin box</i>	Enter or select the date that begins the time period for time-off limits that are to be estimated and applied.
End Date <i>spin box</i>	Enter or select the date that ends the time period for time-off limits that are to be estimated and applied.
Time-off Limit % <i>field</i>	Enter a number to specify the maximum percentage of agents who can be on time off at any one time.
Reduce available agents by ____% <i>field</i>	Enter a number to specify the percentage of agents who are to be excluded from the wizard's calculations.
Consider granted Calendar items <i>check box</i>	Select to specify that granted items for agents are taken into account by the wizard.
Estimate possible days off <i>check box</i>	Select to specify that the weekly pattern will be used in estimates. If this check box is cleared (the default setting), then this is the final wizard page.

Buttons

- Click **Next** to continue (if the **Estimate possible days off** check box is selected) or **Finish** to end the wizard (if the **Estimate possible days off** check box is cleared).
- Click **Cancel** to exit the wizard and make no changes.