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Genesys Engage cloud Workforce Management 8.5.1 Guide

[Edit Calendar Items](#)

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Edit Calendar Items

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 edit a Calendar item:

1. Select an item in the **Calendar** view's table.
You can edit only one Calendar item at a time.
2. Double-click the selection or click **Edit**.
The appropriate **Edit** screen displays. See the table below for a list of the Calendar-item types and the edit screen that opens for each.

Calendar Item	Edit Screen
Availability	Add or Edit Start/End Time
Day Off	Comments
Exception	Add or Edit Exception
Shift	Add or Edit Shift
Time Off	Add or Edit Time Off
Working Hours	Add or Edit Start/End Time

Important

If the calendar item's **Exception Type** or **Time Off Type** has been disassociated from the current site, use the dialog box that appears to select a new **Exception Type** or **Time Off Type**—one that is still associated with the current site. You can keep the disassociated **Exception Type** or **Time Off Type**, or you can edit the calendar item, but not both. Alternatively, you can re-associate the missing **Exception Type** or **Time Off Type** and then do both.

3. Change the **Calendar item's** settings as necessary.

Tip

The available settings depend on the type of item that you are editing.

4. Click **OK** to save your selections, or **Cancel** to exit without saving them.
The Calendar reappears, displaying any changes that you have saved.

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