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Genesys Engage cloud Workforce Management 8.5.1 Guide

Set Values Dialog Box

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Important

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Use the **Set Values** dialog box to adjust the maximum number or percentage of agents who can have time off at any one time during a specified period.

- Use this feature to adjust the maximum for periods, such as holiday seasons, when you might want to have a different maximum value than during the rest of the year.

To use the **Set Values** dialog box:

1. Select the **Calendar** tab.
2. Select **Time Off Limits** from the **Views** menu.
3. Select a site, team, or activity in the **Objects tree**. You cannot select a business unit or an individual agent.
4. Select **Set Values** from the **Actions** menu, to display the **Set Values** dialog box.
5. Enter a start date and end date for the period.
6. Enter a value for one or both of the following fields:
 - **Max Agent**—The maximum number of agents who can have time off during the specified period. You must enter a positive whole number.
 - **Max %**—The maximum percentage of agents.
 - **No Time Off Limits**—Leave the text box blank.
 - **No Time Off Allowed**—Enter 0.
 - **Some Time Off Allowed**—Enter the number or percentage of agents who are allowed to be on time off.
7. Click **OK**, or click **Cancel** to discard your changes.

The **Set Values** dialog box closes, and the new values appear on the **Time-Off Limits** table.