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Genesys Engage cloud Workforce Management 8.5.1 Guide

Swap Agent Schedules Wizard

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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 the **Swap Agent Schedules Wizard** to swap the schedules of two agents in the same schedule scenario:

1. Click the **Swap** button on the **Actions** toolbar of an **Intra-Day**, **Agent-Extended**, or **Weekly** view.
For **Weekly** view, the **Select Date and First Agent** screen opens. Continue with **Step 2**.

For **Agent-Extended** or **Intra-Day** view:

- If you previously selected an agent, the **Select Second Agent** screen opens. Continue with **Step 5**.
 - If no agent is selected, the **Select Date and First Agent** screen opens. Continue with **Step 2**.
2. Select the **Start Date** and **End Date**.
These dates must lie within the schedule scenario's date range.
 3. From the **Select Agent** list, select the first agent.
In this hierarchical list, you can expand business units to display sites, teams, and agents. You can select a single real or profile agent.
 4. Click **Next**.
The Wizard's second screen, **Select Second Agent**, opens.
 5. From the **Select Agent to Swap with** list, select the agent with whom you want to swap schedules.
You can select a single real or profile agent.
 6. Click **Finish**.

If the swap is successful, the wizard closes and returns you to the view from which you opened it.