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Genesys Engage cloud Workforce Management 8.5.1 Guide

[Update Schedule Options](#)

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Update Schedule Options

Important

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Use this functionality to update the selected schedule with time-off calendar items which have the status **Granted**, **Not Scheduled**, **Recalled**, or **Scheduled**.

1. Create a **Granted Time Off** item in the calendar. (Use the [Add Calendar Item Wizard](#).) Its status will be **Granted, Not Scheduled**
OR
Select a **Time Off** item that has **Recalled, Scheduled** status.
2. Click the **Update Schedule** icon () in the toolbar, or the **Update Schedule** button at the bottom right of the WFM window, or select **Update Schedule** from the **Actions** menu.
3. Correct any errors. If there are no errors, then the **Update Schedule Options** dialog box appears, offering three check boxes which are all selected by default:
 - Insert only if there are no errors or warnings
 - Show warnings
 - Auto commit inserted items
4. Clear any check boxes that you do not wish WFM to obey, and click **OK**.
The selected **Time Off** item is published to the Master Schedule.

Important

WFM displays a warning under these circumstances:

- When you insert a full-day **Time Off**—either from the Calendar or directly into the Master Schedule—on a day in the Master Schedule that is already a **Day Off**.
- When you insert a full-day or part-day **Time Off**—either from the Calendar or directly into the Master Schedule—on a day in the Master Schedule that already has an **Exception**.