



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Workforce Management 8.5.1 Guide

[Choose Calendar Item](#)

Choose Calendar Item

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 choose a Calendar Item:

1. Select an item from the **Calendar Item Type** group of radio buttons.
If you selected agents from more than one site on a previous page, then the list of calendar item types is limited to: **Availability**, **Day Off**, **Time Off**, **Exceptions**, and **Working Hours**.

Depending on your selection here, one of several different screens will appear next. If you select:

- **Availability**, the next screen is: [Choose Start/End Time](#).
- **Day Off**, the next screen is: [Comments](#).
- **Exception**, the next screen is: [Choose Exception](#).
- **Shift**, the next screen is: [Choose Shift](#).
- **Time Off**, the next screen is: [Choose Time Off](#).
- **Working Hours**, the next screen is: [Choose Start/End Time](#).

2. Select an item from the **Requested State** group of radio buttons: **Preferred**, **Granted**, or **Declined**.

Tip

If you selected **Working Hours** or **Exception**, the required state is preset to **Granted**. If you grant a **Day Off**, Scheduler grants the day off regardless of the impact on service levels.

3. Click **Next**.

Tip

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

See also: [Add \(or Edit\) Calendar Items Wizard](#).