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Genesys Engage cloud Workforce Management 8.5.1 Guide

DMW: Select Exceptions Screen

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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](#).

To fill in the **Select Exceptions** screen in the **Delete Multiple Wizard** (DMW):

1. Select one or more exceptions from the **Select Exceptions** list. (If more exceptions are hidden above or below the displayed list items, a vertical scroll bar appears to the right to help you reveal them.)
 - To select individual items, hold down the **Ctrl** key while you select. To de-select, continue holding **Ctrl** and click the item(s) you wish to de-select.
 - For a range of exceptions, select the first exception, hold down the **Shift** key, select the last exception in the range. To revise the range, continue holding **Shift** and click the last exception to be included in the range.

The list shows all of the exceptions that have been configured for the selected site in the **Policies** module of WFM Web. The list's columns show each exception's full name, its short name, whether it is paid, whether it is convertible to a day off, whether it is a full-day exception, and all sites to which the exception is assigned.

Tip

The check boxes simply indicate the exception's configured properties. You cannot select or clear them here.

- If you selected to delete time off or marked time, click **Next**. Otherwise, click **Finish** to delete the selected exceptions and close the wizard. This returns you to the **Agent-Extended**, **Intra-Day**, or **Weekly** view.
 - If you want to review or change your entries in a previous screen, click **Previous**.
 - Or, if you want to close the wizard without saving your selection, click **Cancel**.