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Genesys Engage cloud Workforce Management 8.5.1 Guide

IMW: Select State Type 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 State Type** screen in the **Insert Multiple Wizard** (IMW):

1. Select the **state type** that you want to insert.
If you selected agents from more than one site at the **Select Agents** screen, then only these types are available: **Day Off**, **Exception**, **Time Off**, **Marked Time**, and **Work Set**.

2. Click **Finish** or **Next** (to proceed to the next screen).

The button that is enabled depends on the state that you have selected:

- **Finish button**—Enabled if you select Day Off. Click it to insert a day off on the selected dates for the selected agents and close the wizard.
 - **Next button**—Enabled if you select any other state. Click it to open the appropriate wizard screen for selecting **breaks**, **meals**, **exceptions**, **time off**, **shift**, **marked time** or **work set**.
3. To review or change your entries on the **Select Dates** screen, click **Previous**.
Or click **Cancel** to close the wizard without saving your selection.