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Genesys Engage cloud Workforce Management 8.5.1 Guide

Edit Exception Dialog Box

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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 **Edit Exception** dialog box to edit exceptions on the **Schedule Intra-day** or **Agent-Extended** view.

1. In the **Intra-day** or **Agent-Extended** grid, right-click the exception that you want to change.
2. From the shortcut menu that appears, click or hover over **Edit** to display the **Edit** submenu.
3. From the submenu, select **Exception**.

You can either edit the parameters of the current exception or replace it with a new one from the exception list in the **Edit Exception** dialog box.

Editing Part-Day Exceptions

To edit part-day exceptions:

1. If you are replacing the current exception with another one, select it from the list (only valid part-day and full-day exceptions are listed).
 - If it is a part-day exception, set **Start** and **End times**.
 - If it is full-day exception, use the next algorithm **To edit full-day exceptions**.
 - If the exception starts on the day after the agent's shifts begins, select **Next Day** beside the **Start time** and **End time** text boxes.
 - If the exception begins on the same day as the agent's shifts begins, but ends on the day after, select **Next Day** beside the **End time** text box.
2. Click **OK** to save your changes or **Cancel** to discard them.

Editing Full-Day Exceptions

To edit full-day exceptions:

1. If you are replacing the current exception with another one, select it from the list (only valid full-day exceptions are listed).
2. Optional: To set start and end times for full-day exceptions, select the **Specify Start/End** check box and enter the value.
If the exception ends on the day after its beginning, select **Next Day** next to the **End Time** text box.
3. Optional: If full-day exception is paid, select the **Specify Paid Hours** check box and enter a duration other than the default number of hours in a work day.

Tip

If you select the **Specify Paid Hours** check box, the **Paid Hours** text box becomes editable. If you enter a start/end time but do *not* enter a value for **Paid Hours**, then **Paid Hours** equals **End time** minus **Start time** (a value known as *Total Hours* or *Duration*).

4. Click **OK** to save your changes or **Cancel** to discard them.
The edited exception is displayed.