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Genesys Engage cloud Workforce Management 8.5.1 Guide

Insert Marked Time 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](#).

Marked Time allows you to mark part or all of an agent's shift to track how that time is being spent by the agent. For example, you may want to mark extra time that an agent is working at the end of the day. You can see this **marked time** on the schedule, and you can run several reports to track how different types of marked time are used within the schedules.

Use the **Insert Marked Time** dialog box to insert marked time into an agent's schedule:

1. In the **Intra-Day** or **Agent-Extended** view, **right-click** an agent's dark-blue shift bar (you can change the color with the **Colors Tool**).

Click at or near the timestep where you want the marked time to begin. You can also click on a timestep outside of the shift. If you click on a timestep before the shift's current start time, you will be able to both extend the shift start time and insert the marked time between the new earlier start time, and the current start time, in one step. If you click on a timestep after the shift's current end time, you will be able to both extend the shift end time and insert the marked time between the current end time and the new later end time, in one step.

2. From the shortcut menu that appears, select **Insert > Marked Time**.
The **Insert Marked Time** dialog box opens. It shows the marked-time types that are configured for the selected site. For each marked-time instance, the display shows its long name, short name, and whether it is designated for overtime.
3. In the list of marked-time types, click the row for the type that you want to insert.
The list shows each marked-time type's full and short name.
4. Adjust the **Start time** and **End time**, as necessary.
Select **Next Day** next to the **Start Time** and **End Time** text boxes if the marked time starts on the day after the agent's shifts begin. Or select **Next Day** next to the **End Time** text box if the marked time begins on the same day as the agent's shifts begin, but ends on the day after.
5. Click **OK** to insert the marked time and close the dialog box.
The view reappears. The new marked time appears in orange (you can change the color with the **Colors Tool**).

Important

If the marked-time period that you selected overlaps any time off, WFM Web

generates an error message, and the marked time is not inserted.

For an explanation of how to display marked time, see [Master Schedule Intra-Day View](#) or [Schedule Scenario Intra-Day View](#).