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# Genesys Engage cloud Workforce Management 8.5.1 Guide

Master Schedule

# Master Schedule

## 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 **Master Schedule** views to display and modify **Master Schedule** data.

If your access rights include access to the **Master Schedule**, the **Master Schedule** menu displays the following **Master Schedule** views:

<b>Master Schedule Coverage</b>	Compares staffing coverage to forecasted (calculated and required) staffing data, and highlights overstaffed or understaffed timesteps.
<b>Master Schedule Weekly</b>	Displays a weekly summary table of total paid hours, working start/end times, or shift names for a site's agents.
<b>Master Schedule Intra-Day</b>	<p>Displays <b>Master Schedule</b> details for a <b>24- or 36-hour period</b>, enabling you to <b>modify schedules</b> for individual or multiple agents.</p> <p>Unless you have the <b>Approve Changes</b> security permission, your changes are entered in <b>pending</b> mode. An approver with the <b>Approve Changes</b> security permissions must then accept or reject the changes.</p> <p>You can view your pending changes in the <b>Weekly</b>, <b>Agent-Extended</b>, and <b>Intra-Day</b> views.</p>
<b>Master Schedule Agent-Extended</b>	Displays and allows editing of a single agent's schedule for one week or the schedule planning period.
<b>Master Schedule Summary</b>	Displays service-level and related statistics for the <b>Master Schedule</b> .
<b>Master Schedule Changes Approval</b>	Enables users with the appropriate security permissions to review pending schedule changes, and approve or reject them.
<b>Master Schedule Overtime Requirement</b>	Use to enter and edit overtime requirements.
<b>Master Schedule State Group Totals</b>	Displays coverage statistics for every timestep in a selected day.