



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Workforce Management 8.5.1 Guide

Options Dialog Box

Options Dialog Box

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 **Options** dialog box to show or hide columns in the **Calendar items** table.

- **Site**—The site of the Agent who appears in that row.
- **Team**—The team of the Agent who appears in that row.
- **Shared Transport**—The shared transport to which the agent (displayed in that row) is joined.
- **Reason**—An explanation for why the actual status is different from the requested status.
- **Comments**—Any comments made when this calendar item was entered or most recently edited.
- **Paid Hours**—The number of paid hours for the calendar item.
- **Hire Date**—The date that the Agent began work for the company.
- **Submitted**—The date and time that the Calendar item was submitted (by either an Agent or a Supervisor, depending on the type of Calendar item).

To use the **Calendar Options** dialog box:

1. Select the **Calendar** tab.
2. Select **Calendar Items** from the **Views** menu.
3. Select an object from each pane (**Agents/Activities**) of the **Objects pane**.
4. Select a **date or dates** on the Calendar, and click **Get data**.
5. Click the **Options button** on the toolbar or select **Options** from the **Actions menu**.
The **Options** dialog box opens and lists all available choices.
6. To display a column, select the check box next to its name. To hide it, clear the check box.
7. Click **OK** to save your settings or **Cancel** to discard them.
The main **Calendar** window re-appears, showing the new settings.