GENESYS™

Workforce Management Web for Agents Help (Classic)

Using Patterns for Availability Preferences

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You can create, edit, or delete availability preferences, as described in this help topic.

> ### Important
> You cannot edit or delete a Granted availability preference.

Creating Availability Preferences

You can create (add) availability preferences in two ways:

1. Use the Preferences Overview pane to enter preferences one day at a time (see the procedure below).

2. Use an availability pattern, which allows you to specify availability for a range of days at once.

Creating Availability Preferences Using Patterns

To create an availability preference using an availability pattern:

1. In the Preferences window, click **Availability Patterns**.
   The Availability Patterns tab appears.

2. At the top left, select the pattern that you want to use to create the preference.

3. Click **Make Preference**.
   The Make Preferences window opens.

4. Enter your preference **Start Date** and **End Date**.

5. Click **Apply**.

Using the Edit Weekly Preferences Window

To create an availability preference using the Edit Weekly Preferences Window, follow the instructions in Adding and Editing Availability Preferences. When you create the preference, select the **Availability** check box.

Editing Availability Preferences

To edit availability preferences:

- Use the Preferences Overview pane to edit preferences one day at a time. See Editing and Deleting Preferences.

- Use an the Availability Patterns pane to edit availability for a range of days at once. See Editing Availability Patterns.

Deleting Availability Preferences

Use the Preferences Overview pane to delete preferences one day at a time. See Editing and Deleting Preferences.