

GENESYS

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Workforce Management Web for Agents Help (Classic)

Changing the Date

4/11/2025

Changing the Date

When you open WFM Web on your desktop or mobile device, the Daily Schedule window appears. It displays your schedule for the current week. To change the date, use the date arrow buttons Previous

and Next 🔛 or the pop-up calendar button 🗔 . See the figure below.

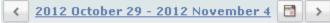


Figure: Date and Calendar buttons

Similar buttons appear in other WFM Web windows. In some windows, they move you by different time intervals, as discussed below.

To use the date arrows:

- Click to move backward.
 - In the Schedule, Trading, and Preferences windows, you reach the previous week.
 - In the Time Off window, you reach the previous year.
- Click to move forward.
 - In the Schedule, Trading, and Preferences windows, you reach the next week.
 - In the Time Off window, you reach the next year.

To use the pop-up calendar:

- 1. Click the **Calendar** button **a**. A calendar appears.
- 2. Set new dates.
- Click a day to select the week containing that day.
- Click the month drop-down list to jump to a different month.
- Click \triangleleft or \triangleright on either side of the year to jump forward or back one year.

Click OK.

The window automatically refreshes to match your date selection.