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Workforce Management Supervisor Help

[Add Calendar Items Wizard](#)

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Add Calendar Items Wizard

Using this wizard, you can add availability, time off, exceptions, days off, shifts, and working hours. (This wizard is available to supervisors with the appropriate security access.)

To use the wizard:

1. Select the **Calendar** pane.
2. Select **Calendar Items** from the **Views** menu.
3. Select an object from the **Objects** pane:
 - From the **Agents** tree: a business unit, site, team, or agent
 - From the **Activities** tree: a business unit, multi-site activity, site, or activity
4. Select a **date or dates** from the Calendar.
5. Click **Get data**.
6. Click the **Add Calendar Item** icon on the toolbar or select **Add Calendar Item** from the **Actions** menu.

For instructions on filling in each wizard screen, see:

- [Choose Activities](#).
- [Choose Agents](#).
- [Choose Calendar Items](#).

Depending upon the choices that you make on the first two screens, you proceed to one of these screens:

- [Add or Edit Start/End Time](#)
- [Add or Edit Exceptions](#)
- [Add or Edit Shifts](#)
- [Add or Edit Time Off](#)
- [Comments](#)

The last three screens can also appear when you edit **Calendar** items.

Important

In comparison with the Classic UI, where Calendar item is displayed for the selected day if its start date and time falls inside that day, Calendar item in new UI is displayed for the selected day if a part of its duration belongs to the selected date. As a result, same items could be shown for two dates instead of only one like in Classic UI.