Workforce Management Web for Supervisors Help

Edit Exception Dialog

12/17/2025

Edit Exception Dialog

Use the **Edit Exception** dialog box to edit exceptions on the **Schedule Intra-day** or **Agent-Extended** view.

1. In the Intra-day or Agent-Extended grid, right-click the exception that you want to change.

2. From the shortcut menu that appears, click or hover over **Edit** to display the **Edit** submenu.
   See Editing Part-Day Exceptions and Editing Full-Day Exceptions.

3. From the submenu, select **Exception**.
   You can either edit the parameters of the current exception or replace it with a new one from the exception list in the Edit Exception dialog box.

Editing Part-Day Exceptions

To edit part-day exceptions:

1. If you are replacing the current exception with another one, select it from the list (only valid part-day and full-day exceptions are listed).

   - If it is a part-day exception, set **Start** and **End times**.

   - If it is full-day exception, use the next algorithm **To edit full-day exceptions**.

   - If the exception starts on the day after the agent's shifts begins, select **Next Day** beside the **Start time** and **End time** text boxes.

   - If the exception begins on the same day as the agent's shifts begins, but ends on the day after, select **Next Day** beside the **End time** text box.

2. Click **OK** to save your changes or **Cancel** to discard them.

Editing Full-Day Exceptions

To edit full-day exceptions:

1. If you are replacing the current exception with another one, select it from the list (only valid full-day exceptions are listed).

2. Optional: To set start and end times for full-day exceptions, select the **Specify Start/End** check box and enter the value.
   If the exception ends on the day after its beginning, select **Next Day** next to the **End Time** text box.

3. Optional: If full-day exception is paid, select the **Specify Paid Hours** check box and enter a duration other than the default number of hours in a work day.

> **Tip**
>
> If you select the **Specify Paid Hours** check box, the **Paid Hours** text box becomes editable. If you enter a start/end time but do *not* enter a value for **Paid Hours**, then **Paid Hours** equals **End time** minus **Start time** (a value known as *Total Hours* or *Duration*).

4. Click **OK** to save your changes or **Cancel** to discard them.
   The edited exception is displayed.