

## **GENESYS**

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## Workforce Management Supervisor Help

**Update Schedule Options** 

## Update Schedule Options

Use this functionality to update the selected schedule with time-off calendar items which have the status **Granted**, **Not Scheduled**, **Recalled**, or **Scheduled**.

 Create a Granted Time Off item in the calendar. (Use the Add Calendar Item Wizard.) Its status will be Granted, Not Scheduled
OR

Select a **Time Off** item that has **Recalled**, **Scheduled** status.

- 2. Click the **Update Schedule** icon ( in the toolbar.
- 3. Correct any errors. If there are no errors, then the **Update Schedule Options** dialog box appears, offering three check boxes which are all selected by default:
  - · Insert only if there are no errors or warnings
  - Show warnings
  - · Auto commit inserted items
- Clear any check boxes that you do not wish WFM to obey, and click OK.
  The selected Time Off item is published to the Master Schedule.

## **Important**

WFM displays a warning under these circumstances:

- When you insert a full-day **Time Off**—either from the Calendar or directly into the Master Schedule—on a day in the Master Schedule that is already a **Day Off**.
- When you insert a full-day or part-day **Time Off**—either from the Calendar or directly into the Master Schedule—on a day in the Master Schedule that already has an **Exception**.