Workforce Management Web for Supervisors Help

Add or Edit Start/End Time

5/5/2025

Add or Edit Start/End Time

To set the start and end time for availability or working hours:

1. Enter the **Start Time**.
   You can either type the start time directly into the field, or use the up or down arrow to select the time.

   > ## Tip
   > For **Working Hours**, your selections must fall within agent availability. For **Working Hours** with a status of **Granted**, your selections override a shift with **Preferred** status and set absolute working hours.

2. Enter the **End Time**, using the same options.
   The **Availability** or **Working Hours** duration cannot exceed 36 hours.

3. Select **Next Day** if the **End Time** is on the day after the **Start Time**.

   > ## Important
   > If you select **Next Day**, the **End Time** must be before 12:00 noon.

4. Enter any comments you want to make regarding this **Calendar item**.

5. Click **Finish**.