GENESYS™

Workforce Management Web for Supervisors Help

Advanced Hours

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Advanced Hours

The **Advanced Hours** option, which opens the **Advanced Hours** pane, is used only if you are using **Monthly** schedule planning periods. For information about monthly schedule planning periods, see the **Contracts** > Site Settings tab.

The **Advanced Hours** pane defines the Contract's minimum and maximum hours.

The values in this pane override the standard Contract hours. You can use these values if you have to customize monthly workloads to handle seasonal variations in staffing requirements.

> ## Tip
>
> If you set the value for a month to 0, the Contract constraints for monthly minimum and maximum working hours are used.