

GENESYS[®]

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Workforce Management Web for Supervisors Help

DMW: Select Dates

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DMW: Select Dates

The Select Dates screen in the Delete Multiple Wizard (DMW) contains a calendar.

1. Select the date or dates from which you want to delete the schedule items. The calendar works as described in How to Use the Calendar.

Tip

If you are deleting from a schedule scenario, you cannot select dates that fall outside of the scenario's date range.

2. Click Next.

The Select State Type screen appears.

Warning

Any item that overlaps the dates and times selected will be deleted, even if it overlaps by as little as a minute.