

GENESYS[®]

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Workforce Management Web for Supervisors Help

IMW: Select Marked Time

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To fill in the Select Marked Time page in the Insert Multiple Wizard (IMW):

- 1. Select the **marked time** that you want to insert.
- 2. Adjust the Start time and End time, as necessary.
- Select Next Day next to the Start Time and End Time text boxes if the marked time starts on the day after the agent's shifts begin.
 or –
- 4. Select **Next Day** next to the **End Time** text box if the marked time begins on the same day as the agent's shifts begin, but ends on the day after.
- 5. Click **Finish**.