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# Workforce Management Web for Supervisors Help

[Insert Marked Time Dialog](#)

# Insert Marked Time Dialog

**Marked Time** allows you to mark part or all of an agent's shift to track how that time is being spent by the agent. For example, you may want to mark extra time that an agent is working at the end of the day. You can see this **marked time** on the schedule, and you can run several reports to track how different types of marked time are used within the schedules.

Use the **Insert Marked Time** dialog box to insert marked time into an agent's schedule:

1. In the **Intra-Day** or **Agent-Extended** view, **right-click** an agent's dark-blue shift bar (you can change the color with the **Colors Tool**).  
**Click near the timestep where you want the marked time to begin. You can also click a timestep outside of the shift. If you click a timestep before the shift's current start time, you will be able to both extend the shift start time and insert the marked time between the new earlier start time, and the current start time, in one step. If you click a timestep after the shift's current end time, you will be able to both extend the shift end time and insert the marked time between the current end time and the new later end time, in one step.**
2. From the shortcut menu that appears, select **Insert > Marked Time**.  
**The Insert Marked Time dialog box opens. It shows the marked-time types that are configured for the selected site. For each marked-time instance, the display shows its long name, short name, and whether it is designated for overtime.**
3. In the list of marked-time types, click the row for the type that you want to insert.  
**The list shows each marked-time type's full and short name.**
4. 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 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 **OK** to insert the marked time and close the dialog box.  
**The view reappears. The new marked time appears in orange (you can change the color with the **Colors Tool**).**

## Important

If the marked-time period that you selected overlaps any time off, WFM Web generates an error message, and the marked time is not inserted.

For an explanation of how to display marked time, see [Master Schedule Intra-Day View](#) or [Schedule Scenario Intra-Day View](#).