GENESYS™

Genesys Engage cloud Agent's Guide

Changing the Date

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> ## Important
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Genesys Engage cloud for Agents.

When you open WFM Web on your desktop or mobile device, the Daily Schedule window appears. It displays your schedule for the current week. To change the date, use the date arrow buttons Previous [<] and Next [>] or the pop-up calendar button [calendar]. See the figure below.

Figure: Date and Calendar buttons

Similar buttons appear in other WFM Web windows. In some windows, they move you by different time intervals, as discussed below.

To use the date arrows:

- Click [<] to move backward.
  - In the Schedule, Trading, and Preferences windows, you reach the previous week.
  - In the Time Off window, you reach the previous year.
- Click [>] to move forward.
  - In the Schedule, Trading, and Preferences windows, you reach the next week.
  - In the Time Off window, you reach the next year.

To use the pop-up calendar:

1. Click the **Calendar** button [calendar].
   A calendar appears.
2. Set new dates.

- Click a day to select the week containing that day.
- Click the month drop-down list to jump to a different month.

- Click or on either side of the year to jump forward or back one year.

- Click **OK**.
  The window automatically refreshes to match your date selection.