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Genesys Engage cloud Workforce Management 8.5.1 Guide

[Add or Edit Exceptions](#)

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Add or Edit Exceptions

Important

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If you select **Exception** on the **Choose Calendar Item** screen, the **Choose Exception** screen appears when you click **Next**.

1. Select an exception type from the **Exceptions** list. This list shows all of the exceptions that are available for the selected agent(s).
 - **Yes**, under **Paid**, indicates that the exception counts as paid time.
 - **No**, under **Full Day**, indicates a part-day exception.
 - **Yes**, under **Convertible**, indicates an exception that can be converted to a **Day Off**.
2. Set the **Start Time** and **End Time**, if necessary.

Tip

For part-day and full-day exceptions, you can either type times directly into these text boxes, or use the up and down arrows to select the times. Click the down and up arrows to control hours. To change minutes, highlight and type over existing minutes. For example, you could enter a one-minute exception from 10:01 to 10:02.

3. If you selected a full-day paid exception, you can select the **Specify Paid Hours** check box to enter a duration other than the default number of hours in a work day.
If you select the **Specify Paid Hours** check box, the **Paid Hours** text box becomes editable.

Tip

If you enter a start/end time but do not enter a value for **Paid Hours**, then **Paid Hours** will equal **End Time** minus **Start Time** (a value known as **Standard Hours** or **Duration**).

4. If you want to enter a comment, type it into the **Comments** text box.
5. Click **Finish**.
The Calendar reappears, displaying the new or edited exception.

If WFM Web cannot assign some selections, it opens a window that lists the agents, days, and reasons involved.

Multiple Part-Day Exceptions

You can add multiple part-day exceptions for a single day. Certain consistency checks apply:

- The exceptions must be compatible with all shift settings, including meal settings. If they are not, all of the exceptions are declined.
- Part-day exceptions cannot overlap each other or any part-day time-off.