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Genesys Engage cloud Workforce Management 8.5.1 Guide

DMW: Select Breaks Screen

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Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

To fill in the **Select Breaks** screen in the **Delete Multiple Wizard** (DMW):

1. Select one or more breaks from the **Select Breaks** list. (If more breaks are hidden above or below the displayed list items, a vertical scroll bar appears to the right to help you reveal them.)
 - To select individual items, hold down the **Ctrl** key while you select. To de-select, continue holding **Ctrl** and click the item(s) you wish to de-select.
 - For a range of items, select the first item, hold down the **Shift** key, select the last item in the range. To revise the range, continue holding **Shift** and click the last item to be included in the range.

The list shows all of the breaks that have been configured for the selected site in the WFM Web. The list's columns show each break's full name, short name, how long it lasts, whether or not the break is paid, and the site in which the break's site name is shown. You cannot select or clear the **Paid** check box here.

2. If you selected to delete meals, exceptions, time off, or marked time, click **Next**. Otherwise, click **Finish** to delete the selected breaks and close the wizard. This returns you to the **Agent-Extended, Intra-Day, or Weekly** view.
 - If you want to review or change your entries in the **Select State Types** screen, click **Previous**.
 - Or, if you want to close the wizard without saving your selection, click **Cancel**.