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Genesys Engage cloud Workforce Management 8.5.1 Guide

IMW: Review Messages Dialog Box

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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](#).

Use the **Review Messages** dialog box in the **Insert Multiple Wizard** (IMW) to respond to any warnings returned when you tried to save agents' edited schedules.

1. For each **Warning** that is listed, check the items you want to insert and then click **Insert for selected**. To select all **Warnings**, use the **Select All Warnings** check box.
2. Review all **Errors**.
You cannot select the check box next to the **Error**.

To cancel out without applying any changes, click **Close**.

The **Review Messages** dialog box includes the following columns and controls:

Date	Displays the schedule date.
Agent	Displays the agent whose schedule generated this message.
Team	Displays the agent's team.
Message	Displays the message type (either Warning or Error), and the message text itself.
Select All Warnings	Marks the check box for all Warnings .
Insert For Selected	Closes the dialog box, applies your selected actions, and retrieves fresh data from the server.
Close	Closes the dialog box without saving or refreshing data.

Important

These errors and warnings are generated by schedule changes that you made manually in the **Agent-Extended**, **Intra-Day**, or **Weekly** view. They differ from **Validation** warnings and errors, which WFM generates during the schedule building process.