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Genesys Engage cloud Workforce Management 8.5.1 Guide

Copy Schedule 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](#).

The **Copy Schedule** dialog box appears when you right-click an agent schedule and select **Copy Schedule** from the shortcut menu in:

- **Scenario Agent Extended** view
- **Master Schedule Agent-Extended** view

Text at the top of this dialog box contains the date to be copied:
Copying schedule of *agent_name* from date to:

To specify the copy-to date range:

1. Click the **date selector** for **Start date** and enter or select the start date for the copy-to range.
2. Click the date selector for **End date** and enter or select the end date for the copy-to range.
3. Click **OK**.

If the copy operation does not violate the agent's schedule constraints (maximum selection of six weeks, and the **Start** and **End dates** must fall within the target schedule's date range for the **Master Schedule** or schedule scenario), WFM copies the selected schedule day from the **Start date** to the **End date**. If the operation does violate schedule constraints, the **Review Messages** dialog box opens.

4. Under **Action**, keep **Save** or click the down arrow and select **Do Not Save** from the drop-down menu.
5. When finished in this dialog box, click **OK**.