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Genesys Engage cloud Workforce Management 8.5.1 Guide

Edit Full-Day Time Off 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 **Edit Full-Day Time Off** dialog box to edit full-day time off items on the **Schedule Intra-Day** or **Agent-Extended** view. Use the **Edit Item** dialog box for a part-day time off.

Editing the Full-Day Time Off Dialog Box

To edit the Full-Day Time Off dialog box:

1. In the **Intra-day** or **Agent-Extended** grid, right-click the full-day time off that you want to change.
2. From the shortcut menu that appears, select **Edit Full-Day Time Off**.
3. Edit the parameters of the current time off or replace it with a new one from the time off list in the **Edit Full-Day Time Off** dialog box.
Only valid time off items that are assigned to agent are shown in the list.
4. Check **Show All** to show all of the time off items assigned to the site.
5. If you are replacing the current time off with another one, select it from the list.
6. Optional: Select the **Specify Start/End** check box and enter or select the correct times in the **Start time** and **End time** text boxes.

Tip

If the time off ends on the day after its beginning, select **Next Day** next to the **End Time** text box.

7. Optional: If the **Full-Day Time Off** is paid, select the **Specify Paid Hours** check box to enter a duration other than the default number of hours in a work day.

Tip

If you select the **Specify Paid Hours** check box, the **Paid Hours** text box becomes editable. If you enter a

start/end time but do *not* enter a value for **Paid Hours**, then **Paid Hours** equals **End time** minus **Start time** (a value known as *Total Hours* or *Duration*).

8. Click **OK** to save your changes or **Cancel** to discard them.
The view displays, showing the edited time off.