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Genesys Engage cloud Workforce Management 8.5.1 Guide

Insert Meal 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 Insert Meal dialog box to insert a meal into an agent's schedule:

1. In the **Intra-Day** or **Agent-Extended** view, **right-click** an agent's dark-blue shift bar (you can change the color with the **Colors Tool**).
2. Click at or near the timestep where you want the meal to begin.
3. From the shortcut menu that appears, select **Insert > Meal**.
The **Insert Meal** dialog box opens. It shows meals that are associated with the selected shift.

Click **Show all** if you prefer to display all of the meals that are configured for your site.

4. In the **Choose Item to Insert** list, click a meal row to select it.
The list's first two columns show each meal's full and short name.

The **Hours** column shows the meal's configured duration in hours and minutes.

A check mark in the **Paid** column indicates that the meal time is paid. (You cannot select or clear check boxes to change this attribute here.)

5. Adjust the **Start time** and **End time**, as necessary.
You can select **Next Day** for **End time** only or both **Start** and **End time** if either of them is on the next day. (You cannot select **Next Day** for **Start time** only.)
6. Click **OK** to insert the selected meal and close the dialog box.
The view reappears. The new meal appears as a light-blue bar.

Important

When you insert a meal using this dialog box, the schedule does not take into account the agent's qualification for the meal.