Genesys Engage cloud Workforce Management 8.5.1 Guide

Marked Times

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Marked Times

> **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 Marked Times to identify periods that WFM should track and display that are not already accounted for.

For example, some agents might each work a number of hours on an issue involving one account. By using marked times, you can designate that those hours that are spent working on that issue be displayed in the WFM Web for Supervisors schedule module.

Managing Marked Times

To create new Marked Times:

1. Select the **Policies** tab.
2. Select **Marked Times** from the **Views** menu.
3. In the **Objects** pane, select the site(s) or business unit with which the new object will be associated.

   > **Tip**
   >
   > You can select multiple sites (just keep clicking on them) but only one business unit.

4. Select **New** from the **Actions** menu or the **New** icon ( ) from the toolbar.
5. Configure the new object on each of the tabs in the **Data** pane (**Properties**, **Associated Sites**).
6. Click **Save** when you are finished.

To edit Marked Times:

1. Select **Marked Times** from the **Views** menu.
2. Select the **Properties** tab and/or the **Associated Sites** tab, and make the changes.

3. Click **Save**.

To delete Marked Times:

1. Select **Marked Times** from the **Views** menu.

2. Select one or more **Marked Time(s)** from the list in the **Data** pane (hold down **SHIFT** or **CTRL** to select multiple items).

3. Select **Delete** from the **Actions** menu or the Delete icon () from the toolbar.

Properties Tab

*   **Marked Time Name**—Each Marked Time should have a descriptive name. The name must be unique within the site.
*   **Marked Time Short Name**—The name to be used in graphical representations of the Marked Times and Scheduler. It can be up to three characters.
*   **Used to mark Overtime**—This marked time is designated to mark overtime schedule states.

Marked Times Associated Sites Tab

Select or clear each site's check box, to associate it with or disassociate it from the selected **Marked Times**.

Associated Sites Tab

1. Select the check box of each site to associate with the current **Marked Time**.

2. Clear the check box of each site to disassociate with the current **Marked Time**.

3. Click **Save**.