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Genesys Engage cloud Workforce Management 8.5.1 Guide

Review Swapping Messages

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Review Swapping Messages

Important

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After you swap agent schedules, you might receive messages warning you that the swap results in constraint violations. For example, the new shift assignment might violate an agent's **Contract**.

If there are problems, the **Review Messages** dialog box opens. For each issue, the **Review Messages** dialog box shows the name of the affected agent and explains the problem.

After reviewing each entry in the list, do one of the following:

- Click **Perform Anyway** to make the swap in spite of the constraint violation(s).
- Click **Cancel** to cancel the swap and return the schedule to its former state.