

## **GENESYS**<sup>®</sup>

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## Genesys Engage cloud Workforce Management 8.5.1 Guide

Add or Edit Shifts

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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.

If you select **Shift** on the **Choose Calendar Item** screen, the **Choose Shifts** screen appears when you click **Next**.

- Select a shift name from the **Shifts** list. This list shows all shifts that are available for the selected agents and days.
- Change the Start Time, if necessary. The drop-down list shows all possible start times for the selected shift, based on the shift's configuration.
- Enter or change the End Time, if necessary. You can either type a time directly into the text box, or use the up or down arrow to select the time. The field accepts only times that match the selected shift's configured end times.
- 4. Select **Next Day** if the **End Time** is on the day after the **Start Time**.
- 5. If you want to enter a comment, type it into the **Comments** text box.
- 6. Click **Finish**. The Calendar reappears, displaying the new or edited shift.