



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Workforce Management 8.5.1 Guide

[Edit Item Dialog Box](#)

Edit Item Dialog Box

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 Item** dialog box to edit the start time, and the end time or duration, of an agent's schedule item.

1. In the **Intra-Day** or **Agent-Extended** grid, right-click an agent's shift or shift item.
To edit the shift itself, right-click anywhere in the shift. To edit a shift item (activity set, time off, marked time, break, or meal), right-click that item. See [Edit Exception Dialog Box](#) if you are editing an exception.
2. From the shortcut menu that appears, click or hover over **Edit** to display the **Edit** submenu.
3. From the submenu, select the item that you want to edit.
The submenu always includes the **Shift** option. If it omits the shift item that you intended to edit, press **Esc** to close the shortcut menu, and then right-click again directly inside that shift item.
4. Adjust the **Start time** and **End time**, if you want to.
Select **Next Day** next to the **Start Time** and **End Time** text boxes if the shift item starts on the day after the agent's shifts begin. Or select **Next Day** next to the **End Time** text box if the shift item begins on the same day as the agent's shifts begin, but ends on the day after.
5. If you are editing a shift, you can select **Move Schedule Items With Shift**.
 - If you select this check box, you cannot directly edit the shift's end time. WFM Web calculates the end time based on the start time that you enter. It moves the whole shift and all shift items, except for meals and exceptions.
 - If you leave this check box cleared, you can specify the shift's start and end time.
 - The **Move Schedule Items With Shift** option appears only when you edit a shift.
6. Click **OK** to save your changes.

The dialog box closes if the edit is successful. The grid reflects your edits to this schedule item, and adjacent activity sets may automatically expand or contract to maintain a continuous schedule.

A **Warning** message appears if the edit violates time constraints for the shift or any shift item. For example, WFM Web attempts to maintain the distribution of breaks and activity sets within shifts, and it never moves meals or exceptions along with shifts. Also, meals cannot occur outside shift hours.