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Genesys Engage cloud Workforce Management 8.5.1 Guide

Insert Break 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 Break** dialog box to insert a break 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**).
Click at or near the timestep where you want the break to begin.
2. From the shortcut menu that appears, select **Insert > Break**.
The **Insert Break** dialog box opens. It shows the breaks that are associated with the selected shift.

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

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

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

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

4. 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.)
5. Click **OK** to insert the selected break and close the dialog box.
The view reappears. The new break appears as a light-gray bar.