Genesys Engage cloud Workforce Management 8.5.1 Guide

Master Schedule Intra-Day Accessible Schedule Details Screen

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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.

To reach this screen, you clicked the wheelchair icon in a specific agent's row, for a specific date, in any of the four views listed above.

This screen is designed specifically for screen-reader software, and for ease of selecting commands. It includes:

- Read-only information about the selected agent's team, time, and other statuses.
- A table that lists in each row: one item in the schedule and multiple buttons to modify it.
- A field for comments by users.
- Buttons for inserting items into the selected day on the selected agent's schedule—also for deleting items, and for performing other functions.

Click a button to display the dialog box or the wizard which corresponds to that action.

If you select any action or command in error, click the **Cancel** button on the unwanted dialog box, to return to the **Accessible Schedule Details** screen.