Genesys Engage cloud Workforce Management 8.5.1 Guide

Review Swapping Messages

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Review Swapping Messages

> ### 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.

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.