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Genesys Engage cloud Workforce Management 8.5.1 Guide

Scenario Intra-Day: Review Messages (Save) 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 this dialog box to respond to any warnings or errors that the server returned during your last attempt to save an agent's edited schedule.

The dialog box includes the following columns and controls:

Team Name	Displays the team to which this agent belongs.
Agent Name	Displays the agent whose schedule generated this message.
Messages	Displays the message type (either Warning or Error), numeric code, and the message text.
Action	<p>Use each message's drop-down list to select an action to resolve the warning or error:</p> <ul style="list-style-type: none">• Save—Saves the edited agent schedule. This is the default action for warnings. It is unavailable for agent schedules whose edits generated errors (which are more severe than warnings).• Fix Later—Does not attempt to save the agent schedule, but keeps it in the Intra-Day grid so that you can further modify it. This is the default action for agent schedules whose edits generated errors.• Do Not Save—Discards the change that caused the warning or error to be generated.
OK	Closes the dialog box, applies your selected actions, and retrieves fresh data from the server.
Close	Closes the dialog box without saving or refreshing data.

These errors and warnings are generated by schedule changes that you made manually in the **Intra-Day** view. They differ from **Validation** warnings and errors, which WFM Web generates during the

schedule building process.