



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.

Workforce Management Web for Supervisors Help

[Edit Calendar Items](#)

12/19/2025

Edit Calendar Items

To edit a Calendar item:

1. Select an item in the **Calendar** view's table.
You can edit only one Calendar item at a time.
2. Double-click the selection or click **Edit**.
The appropriate **Edit** screen displays. See the table below for a list of the Calendar-item types and the edit screen that opens for each.

Calendar Item	Edit Screen
Availability	Add or Edit Start/End Time
Day Off	Comments
Exception	Add or Edit Exception
Shift	Add or Edit Shift
Time Off	Add or Edit Time Off
Working Hours	Add or Edit Start/End Time

Important

If the calendar item's **Exception Type** or **Time-Off Type** has been disassociated from the current site, use the dialog box that appears to select a new **Exception Type** or **Time-Off Type**—one that is still associated with the current site. You can keep the disassociated **Exception Type** or **Time-Off Type**, or you can edit the calendar item, but not both. Alternatively, you can re-associate the missing **Exception Type** or **Time-Off Type** and then do both.

3. Change the **Calendar item's** settings as necessary.

Tip

The available settings depend on the type of item that you are editing.

4. Click **OK** to save your selections, or **Cancel** to exit without saving them.
The Calendar reappears, displaying any changes that you have saved.

If WFM Web cannot assign some selections, it opens a window that lists the agents, days, and reasons involved.