Workforce Management Web for Supervisors Help

Add or Edit Shifts

5/6/2025

Add or Edit Shifts

If you select **Shift** on the **Choose Calendar Item** screen, the **Choose Shift** screen appears when you click **Next**.

1. Select a shift name from the **Shifts** list.
   This list shows all shifts that are available for the selected agents and days.

2. Change the **Start Time**, if necessary.
   The drop-down list shows all possible start times for the selected shift, based on the shift's configuration.

3. Enter or change the **End Time**, if necessary.
   You can either type a time directly into the text box, or use the up or down arrow to select the time. The field accepts only times that match the selected shift's configured end times.

4. Select **Next Day** if the **End Time** is on the day after the **Start Time**.

5. If you want to enter a comment, type it into the **Comments** text box.

6. Click **Finish**.
   The Calendar reappears, displaying the new or edited shift.