



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

Add Calendar Items Wizard

5/2/2025

Add Calendar Items Wizard

Using this wizard, you can add availability, time off, exceptions, days off, shifts, and working hours. (This wizard is available to supervisors with the appropriate security access.)

To use the wizard:

1. Select the **Calendar** pane.
2. Select **Calendar Items** from the **Views** menu.
3. Select an object from the **Objects pane**:
 - From the **Agents** tree: a business unit, site, team, or agent
 - From the **Activities** tree: a business unit, multi-site activity, site, or activity
4. Select a **date or dates** from the Calendar.
5. Click **Get data**.
6. Click the **Add Calendar Item** icon on the toolbar or select **Add Calendar Item** from the **Actions** menu.

For instructions on filling in each wizard screen, see:

- [Choose Activities](#).
- [Choose Agents](#).
- [Choose Calendar Items](#).

Depending upon the choices that you make on the first two screens, you proceed to one of these screens:

- [Add or Edit Start/End Time](#)
- [Add or Edit Exceptions](#)
- [Add or Edit Shifts](#)
- [Add or Edit Time Off](#)
- [Comments](#)

The last three screens can also appear when you edit **Calendar** items.