

GENESYS

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Workforce Management Web for Supervisors Help

CRW: Select Dates

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The **Select Dates** page in the **Commit/Rollback Wizard** (CRW) contains a calendar.

1. Select the **date** or **dates** for which you want to commit or rollback all schedule items. The calendar works as described in How to Use the Calendar.

Tip

If you are working with a schedule scenario, be sure to select dates that fall within the scenario's date range.

2. Click Finish.

This returns you to the **Agent-Extended**, **Intra-Day**, or **Weekly** view. If you committed items, these now appear in the schedule.

- If you want to review or change your entries on the Select Agents page, click Previous.
- Or, if you want to close the wizard without saving your selection, click Cancel.