



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 Exception Dialog](#)

Edit Exception Dialog

Use the **Edit Exception** dialog box to edit exceptions on the **Schedule Intra-day** or **Agent-Extended** view.

1. In the **Intra-day** or **Agent-Extended** grid, right-click the exception that you want to change.
2. From the shortcut menu that appears, click or hover over **Edit** to display the **Edit** submenu. See **Editing Part-Day Exceptions** and **Editing Full-Day Exceptions**.
3. From the submenu, select **Exception**.
You can either edit the parameters of the current exception or replace it with a new one from the exception list in the Edit Exception dialog box.

Editing Part-Day Exceptions

To edit part-day exceptions:

1. If you are replacing the current exception with another one, select it from the list (only valid part-day and full-day exceptions are listed).
 - If it is a part-day exception, set **Start** and **End times**.
 - If it is full-day exception, use the next algorithm **To edit full-day exceptions**.
 - If the exception starts on the day after the agent's shifts begins, select **Next Day** beside the **Start time** and **End time** text boxes.
 - If the exception begins on the same day as the agent's shifts begins, but ends on the day after, select **Next Day** beside the **End time** text box.
2. Click **OK** to save your changes or **Cancel** to discard them.

Editing Full-Day Exceptions

To edit full-day exceptions:

1. If you are replacing the current exception with another one, select it from the list (only valid full-day exceptions are listed).
2. Optional: To set start and end times for full-day exceptions, select the **Specify Start/End** check box and enter the value.
If the exception ends on the day after its beginning, select **Next Day** next to the **End Time** text box.
3. Optional: If full-day exception is paid, select the **Specify Paid Hours** check box and enter a duration other than the default number of hours in a work day.

Tip

If you select the **Specify Paid Hours** check box, the **Paid Hours** text box becomes editable. If you enter a start/end time but do *not* enter a value for **Paid Hours**, then **Paid Hours** equals **End time** minus **Start time** (a value known as *Total Hours* or *Duration*).

4. Click **OK** to save your changes or **Cancel** to discard them.
The edited exception is displayed.