



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

Insert Break Dialog

12/20/2025

Insert Break Dialog

Use the **Insert Break** dialog box to insert a break into an agent's schedule:

1. In the **Intra-Day** or **Agent-Extended** view, **right-click** an agent's dark-blue shift bar (you can change the color with the **Colors Tool**).
Click at or near the timestep where you want the break to begin.
2. From the shortcut menu that appears, select **Insert > Break**.
The **Insert Break** dialog box opens. It shows the breaks that are associated with the selected shift.

Click **Show all** if you prefer to display all of the breaks that are configured for your site.
3. In the **Choose Item to Insert** list, click a break row to select it.
The list's first two columns show each break's full and short name.

The **Hours** column shows the break's configured duration in hours and minutes.

A check mark in the **Paid** column indicates that the break time is paid. (You cannot select or clear check boxes to change this attribute here.)
4. Adjust the **Start time** and **End time**, as necessary.
You can select **Next Day** for **End time** only or both **Start** and **End time** if either of them is on the next day. (You cannot select **Next Day** for **Start time** only.)
5. Click **OK** to insert the selected break and close the dialog box.
The view reappears. The new break appears as a light-gray bar.