GENESYS

Workforce Management Web for Supervisors Help

Master Schedule Intra-Day Accessible Schedule Details

5/6/2025

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To reach this view, you clicked **Accessible Schedule Details** ⬚ in a specific agent's row, for a specific date, in any of the four views listed above.

This view is designed specifically for screen-reader software, and for ease of selecting commands. It includes:

- Read-only information about the selected agent's team, time, and other statuses.

- A table that lists in each row: one item in the schedule and multiple buttons to modify it.

- A field for comments by users.

- Buttons for inserting items into the selected day on the selected agent's schedule—also for deleting items, and for performing other functions.

Click a button to display the dialog box or the wizard which corresponds to that action.

If you select any action or command in error, click **Cancel** on the unwanted dialog box, to return to the **Accessible Schedule Details** view.