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# CRW025 Work with Calendar

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## Overview

Calendars can be viewed by company or by resource.

Holidays must be noted to ensure warning messages appear when resources are scheduled or they have planned holidays or are not available for work on any incident. All resources refer to their calendar set as their base. The calendar incorporates the following:

Weekends (automatically displayed)

Public holidays. These can be maintained on the global calendar

Exceptions. Usually a holiday, but resource is working

## Purpose

This panel allows you to:

Access a resource's calendar

Maintain a resource's calendar

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## Examples

This section illustrates examples concerning:

[Example 1: Access a resource's calendar](#)

[Example 2: Maintain a resource's calendar](#)

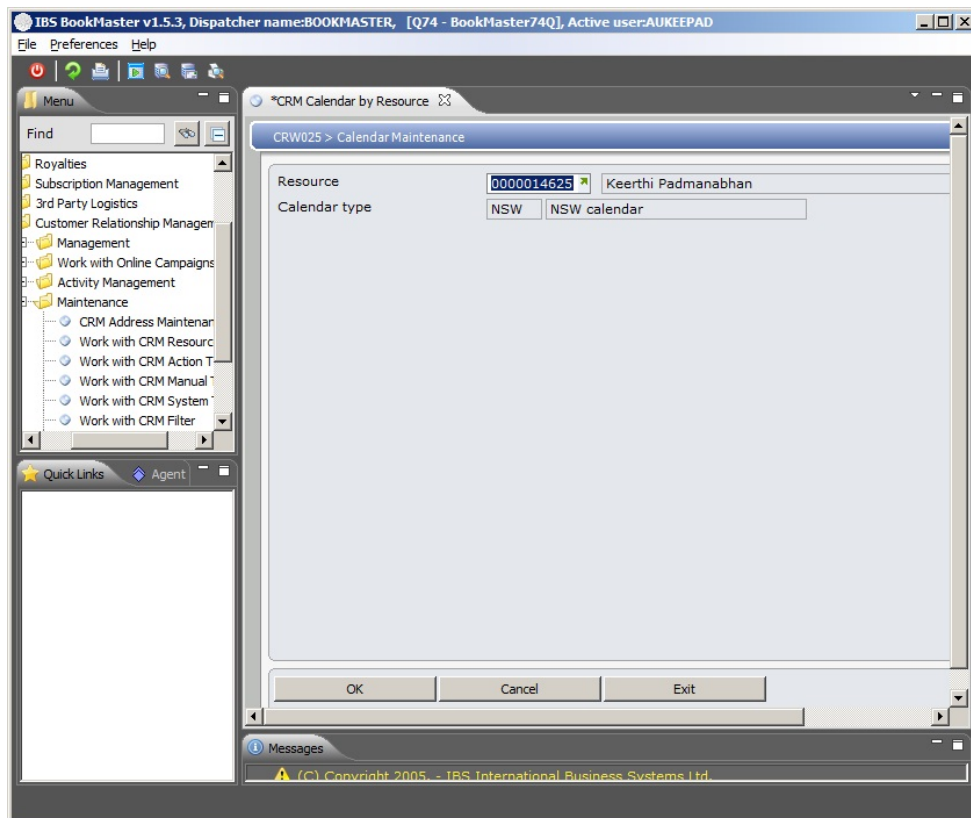
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### Example 1: Access a resource's calendar

This example describes how to access a resource's calendar

1. Select option **CRM Calendar by Resource** from Publishing Modules>Customer Relationship Management>CRM Other Maintenance>CRM Calendar menu.

**CRW025 Calendar Maintenance** panel is displayed.



## Relevant Fields

### Resource

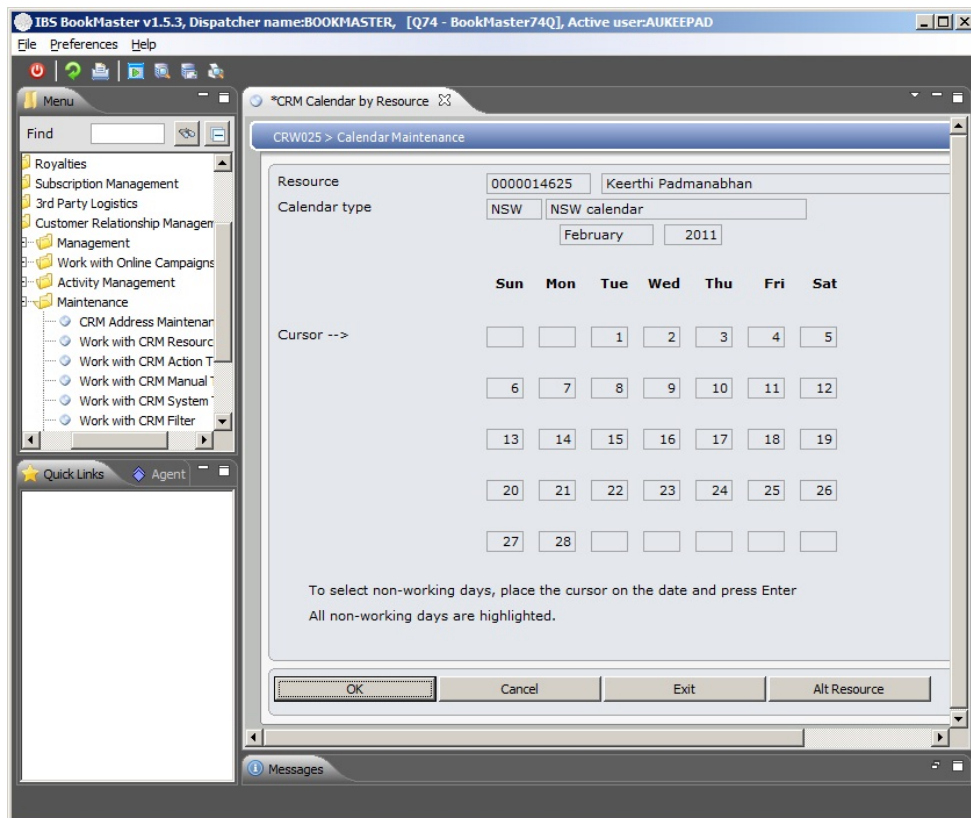
The resource whose calendar you wish to view. This field defaults to your user ID and can be overridden.

### Calendar Type

When adding a resource this is the calendar type used by the resource.

For example company calendar.

2. Select a **Resource** and a **Calendar type**. Press **<ENTER>**. Calendar showing working and non working days for the employee is displayed.



## Example 2: Maintain a resource's calendar

This example describes how to make changes to a resource's calendar.

1. Repeat steps 1 and 2 in [Example 1: Access a resource's calendar](#)
2. To maintain the calendar and select non working days, place the cursor on the date required and click **OK**. All non working days are highlighted.

## Cross Reference

- CRW010 - Work with Incidents (main program)
- CRW020 - Work With Resource Access