Genesys Engage cloud Agent's Guide

Bidding Assignment Unwanted View

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Bidding Assignment Unwanted View

> **Important**
>
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Genesys Engage cloud for Agents.

You reached this window by clicking the **Unwanted** tab in the Bidding Assignment Pane.

Use the Unwanted View to reorder your bids for schedules that you not want.

Ranking Your Bids

Your bids are already ranked when you reach this view; that happened when you clicked Add to Unwanted in the Bidding Assignment Window. Your most unwanted bid is numbered 1.

1. Select the number in the Bid column box, and enter a different number.

   > **Important**
   >
   > If you change the rank of one of your bids and click **Apply**, the rest of your bids will be renumbered accordingly.

2. Click **Apply** to implement your change, or **Cancel** to abandon it.

Repeat as necessary to achieve the bid order that you want.

Removing Shifts from the Unwanted View

To remove one or more shifts from the Unwanted View:

1. Select the check box in the far right column of every shift that you wish to remove.
2. Click **Remove** to move the selected shift(s) to the All View and set the bid ranking to 0.
   or
   Click **Desired** to move the selected shift(s) to the Desired View.