Genesys Engage cloud Workforce Management 8.5.1 Guide

ARS: Add Profile Agents Based on Real Agents

12/18/2025

ARS: Add Profile Agents Based on Real Agents

> ### Important
> This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Workforce Management in Genesys Engage cloud.

In the Add/Remove Scenario Elements (ARS) Wizard **Add Profile Agents based on Real Agents** screen agents are displayed in a tree, which is inside a table with these columns:

- **Agents**—Each agent's name.
- **Present**—The number of agent profiles, based on this real agent, that are already present in scenario. This number is read-only.
- **Add**—Select the check box in this column to add this agent's profile to the scenario. Clear the check box to not add the profile. As a short cut, you can select a single check box for any *branch* of the tree: business unit, site, team—to select all items below it.

To add profile agents, based on real agents:

1. Select or clear individual agent check boxes, as needed.
2. Select or clear the check box **Place Profile Agents, Based on Real Agents, Into Their Teams**.
3. Click **Next** to proceed to the next screen.