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Genesys Engage cloud Workforce Management 8.5.1 Guide

CRW: Select Agents Screen

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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](#).

To fill in the **Select Agents** screen in the **Commit/Rollback Wizard** (CRW):

1. Select any combination of **agents**.
You can select individual agents from multiple sites and multiple teams, or you can select whole teams or whole sites. Only agents who are selected on the **Object** pane's **Agents** tree, and who can work on activities that are selected in the first page of this wizard, are available for selection.
2. Select **Commit** or **Rollback**.
If you do not have the **Approve Changes** security permission, the **Commit** check box is cleared and disabled. In that case, you can only roll back pending changes.
3. Click **Next** to open the **Select Dates** screen.
Click **Cancel** if you want to close the wizard without saving or deleting pending changes.