Genesys Engage cloud Workforce Management 8.5.1 Guide

Activities

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Activities

> ### 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.

Activities are work items that are tracked and managed using Workforce Management. For example, answering inbound calls, responding to e-mail, completing after-call work, performing scheduled callbacks, and participating in chat sessions.

> ### Important
> Some settings might not apply to your contact center.

You must configure activities separately for each site. When you select a site on the **Object** pane, the activities configured for that location appear in the **Activities** pane.

In the **Activities** pane, click an activity to view its properties and edit them.

- For instructions about how to view or create new activities and configure staffing properties and open hours, see Creating and Deleting Activities.
- To define regular activities, see Configuring Skills for Activities and Associating Agents With Activities.
- To view, add, edit, or delete activity sets, or configure new or existing activity sets, see Creating Activity Sets and Adding Activities to Activity Sets.
- To view, add, edit, or delete activity groups, or configure new or existing activity groups, see Grouping Multiple Activities.
- To configure activity policies to establish rules and guidelines that determine how, when, and in which activities the agent can engage, see Activity Properties.
- To associate statistics with activities for use in monitoring interaction and service levels, see Statistics Configuration for Activities.