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Genesys Engage cloud Workforce Management 8.5.1 Guide

Grouping Multiple Activities

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Grouping Multiple Activities



Important

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Grouping multiple activities from within the same business unit enables data aggregation for contact center performance monitoring and reporting.

You can **create** activity groups, **assign** activities to them using a **filter**, **copy**, and **delete** activity groups.

Creating New Activity Groups



1. In the **Objects** pane, select the business unit, for which you want to create the **Activity Group**.
2. In the **Activities** pane, select **New Activity Group**  .
The **Activity Group Properties** pane opens.
3. In the **Name** field, enter a unique name for the group.
4. Click **Save Now**  .
The new activity group appears in the **Activities** pane.

Assigning Activities to Activity Groups

1. In the **Activities** pane, select the group, to which you want to assign activities.
2. At the top of the **Activity Group Properties** pane, click **Activities**.
3. When the **Associated Activities** pane opens, click **Assign regular activities**  .
The **Activities** pane opens.
4. Select the activities you want to associate with this **Activity Group**.
To quickly find an activity, type the activity name into the **Search** field.



Tip

Only activities for the selected business unit are available. Activities for other business units do not appear.



5. When you have selected all activities, click **Apply** .
6. In the **Associated Activities** pane, click **Save Now** .

When you assign activities to an activity group, you can use a filter to select only those sites to which you want these groups and activities to apply.

Using Filters When Assigning Activities to Groups

1. In the **Activities** pane, click **Filter** .
The **Filter** pane opens.
2. In the Sites list, do one of the following:
 - Remove the check mark in the **All** check box and select the sites, to which you want to assign these groups and activities.
 - Remove the check mark in the **All** check box and check **No Filtering by Sites**. (If this box is checked, the activities and groups apply to all sites in the list.)
3. Click **Apply** .


Copying Activity Groups

1. In the **Activities** pane, select the Activity Group you want to copy.
2. Click **Copy** .
The **Copy Activity Group** pane opens.
3. In the **Name** field, rename the Activity Group, if necessary. (The name must be unique within the business unit.)
4. In the **Associate Copied Activity Group With The Following Business Unit** section, select the business unit with which you want this Activity Group to be associated.
5. Click **Save Now** .

Tip

When you copy an activity group and add it to the same business unit, all activities that were associated with the copied activity group are associated with the duplicated activity group.

Deleting Activity Groups

1. In the **Activities** pane, select the **Activity Group** you want to delete.
2. Click **Delete** .
3. When the **Confirmation** dialog opens, click **Yes** to delete or **No** to cancel the action.