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Genesys Engage cloud Workforce Management 8.5.1 Guide

IMW: Select Work Set 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](#).

You select **Work sets** using 1 or 2 screens in the **Insert Multiple Wizard** (IMW), depending on your choices:

- Specify work set parameters (immediately below)
- [Select activities for work set screen](#)

Specify Work Set Parameters Screen

1. Select or enter the Start time and End times.
2. Select **Next Day** (next to the **Start Time** text box) if the work set starts on the day after the agent's shifts begin.

— OR —
Select **Next Day** (next to the **End Time** text box) if the work set begins on the same day as the agent's shifts begin, but ends on the day after.
3. Select one of these radio buttons:
 - **Select new activities for Work Set**—Enables the [Select activities for work set screen](#), where you select the new activities.
 - **Use existing shift activities**—Applies the activities already selected.
4. Select or clear the check box **Mark as overtime with marked time**.
Select to enable the **Marked Time** screen when you're done with activities.
5. Click **Next** (if you selected the radio button **Select new activities for Work Set** or the check box **Mark as overtime with marked time**) or click **Finish**.

Select Activities for Work Set Screen

This screen appears only if you selected the **Select new activities for Work Set** radio button.

1. Select one or more activities from the tree.
2. Click **Next** (if you selected the check box **Mark as overtime with marked time** in the previous screen) or click **Finish**.