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# Genesys Engage cloud Workforce Management 8.5.1 Guide

Insert Shift Wizard

# Insert Shift Wizard

## 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](#).

Use the **Insert Shift Wizard** to insert a shift into an agent's schedule:

1. In the **Intra-Day** or **Agent-Extended** grid, **right-click** an agent's row.
  2. Click any timestep for any agent who does not have a scheduled shift.
  3. From the shortcut menu that appears, select **Insert Shift**.  
The first of the **Insert Shift Wizard's** two screens, **Select Shift** opens.
  4. In the **Select Shift** list, click a shift row to select it.  
The list shows the name and hours of each shift that was configured in the WFM Web. If necessary, a vertical scroll bar appears to the right.
  5. Adjust the shift's **Start time** and **End time**, as necessary.
    - Select **Next Day** if the **End time** is on the day after the **Start time**. Your settings must match the shift type's configured time constraints.
    - Select **Automatically Insert Meals and Breaks** to have meals and breaks automatically inserted along with the shift and optimized, based on schedule coverage, according to the constraints configured for this **Shift** in Web. If this option is unchecked, then the **Shift** will be inserted with no meals and breaks, and those can be inserted manually.
    - Select the check box **Show activities matching secondary skills** to specify that activities which match the secondary skill of this agent.
- Click **Next**.
  - On the **Select Activity Set** screen, you can select:
    - one or more work activities
    - an activity set
    - one or more activities associated with an activity set.
  - If you are inserting a shift for an agent that can work on multiple activities, you can select multiple activities.

### Important

The shift hours that you selected on the previous screen must be consistent with the activity set's configured time constraints. (Click **Back** if you need to change the shift's start or end times.)

- Click **Finish** to insert the selected work activities or activity sets and close the wizard.

### Important

No warnings are displayed if the shift contains incorrectly configured shift items that cannot be inserted.

The view reappears. The new shift appears as a dark-blue bar (you can change the color with the **Colors Tool**).