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Genesys Engage cloud Workforce Management 8.5.1 Guide

Insert Work Set Wizard

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Important

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Use the **Insert Work Set Wizard** to insert a work set into an agent's schedule.

1. In the **Intra-Day** or **Agent-Extended** grid, **right-click** an agent's row.

2. From the shortcut menu that appears, select **Insert Work Set**.
The **Insert Work Set Wizard's** screen **Specify Work Set Parameters** opens.

- a. Adjust the **Start time** and **End time**, as necessary.

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

— OR —

Select **Next Day** (next to the **End Time** text box only) if the work set begins on the same day as the agent's shifts begin, but ends on the day after.

- b. Select one of the following two radio buttons:

- **Select new activities for work set** (default) enables the wizard to display the **Select activities for work set** screen.
- **Use existing shift activities** disables that screen.
- Select the check box **Mark as overtime with marked time** (default) to enable the wizard to display the **Select Marked Time for Overtime** screen. Clear this check box to disable that screen.
- Click **Next**.
The **Select activities for work set** screen opens, if you enabled it previously.
- Select from the list of activities (ones that the agent could work, based on his/her primary and secondary skills):
 - one or more work activities
 - an activity set
 - one or more activities that are associated with an activity set; If you are inserting a work set for an agent who can work on multiple activities, you can select multiple activities.

Important

The work set 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 work set's start or end time.)

- Click **Next** (or **Finish**, if this is the final screen).
The **Select marked time for overtime** screen opens, if you enabled it previously.
- Select an item from this list.
The list displays only items that have **Used To Mark Overtime** enabled and thus may be empty.
- Click **Finish** to insert the selected work sets and close the wizard.