Genesys Engage cloud Workforce Management 8.5.1 Guide

MSW: Meeting Parameters

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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.

To fill in the **Meeting Parameters** screen in the **Meeting Scheduler Wizard** (MSW) complete the following areas of the screen:

Properties

1. Enter the meeting name into the **Meeting Name** field.

2. Select an exception type from the **Exception type** drop-down menu.

   The list of exception types is populated by exceptions from all sites that were selected on the **Participants** screen, and were assigned the status **Exception Can Be Used in Meeting Planner/Scheduler** in the **Policies > Exceptions Types** view.

Dates and Recurrance Rules

1. Enter or select a date in the **Start Date** box.

2. Enter or select a date in the **End Date** box.

3. Optional: Clear the check box to its right to disable the **End Date**.

4. Select the check boxes that correspond to all days of the week that are acceptable for the meeting.

Time and Duration

1. Enter or select a time in the dialog box **Earliest Start**.

2. Enter or select a time in the dialog box **Latest End**.

3. Enter or select the number of hours and minutes that the meeting will last in the dialog box **Meeting Duration**.

4. Select a time zone from the **Time Zone** drop-down list.

> ### Important
> Only configured time zones appear in this list; each item includes the time zone's relationship to GMT. For example, Pacific Standard Time, which is 8 hours later than Greenwich Mean Time is presented as PST (GMT-8.0).

Meeting Type

1. Select one of the following three radio buttons, which enable the properties that are associated with them.

   - **Single Group**—The default meeting type. Represents a single meeting for all agents who are specified on the **Participants** tab.

     Enter or select the meeting's minimum number of attendees requirement in the **Minimum % of required attendees** box. Set this value to **1%** to indicate no minimum requirement for the number of attendees—for example, to schedule a meeting for as many attendees as possible.

     > #### Important
     > The value 0 (zero) is interpreted as 100% to accommodate data that was migrated from WFM 6.5, because that version did not include the variable **Minimum Percentage of Selected Attendees** in its database.

   - **Single Agent**—A common activity, such as a webinar, that can occur at the most convenient time for each agent.

   - **Multiple Groups**—A common time but for multiple groups. Enter or select a number in each of the four fields below, to specify the group sizes.

• **Min(imum) Number of Groups**	• **Min(imum) Group Size**
• **Max(imum) Number of Groups**	• **Max(imum) Group Size**

2. Click **Finish**.
   A progress message shows that the meeting being scheduled.

   If the meeting cannot be scheduled for all selected agents, a message box lists how many agents are scheduled, and a second message box lists the agents who could not be scheduled. Click **OK** to acknowledge each message.