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Genesys Engage cloud Workforce Management 8.5.1 Guide

NSSW: Add Profile Agents, Based on Real Agents

12/17/2025

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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](#).

In the **New Schedule Scenario Wizard** (NSSW), **Profile agents** are *generic* agents that you create by omitting preferences and exceptions.

About Scheduling with Profiles

You can create schedule scenarios using a mix of real agents and profiles. You can also create schedule scenarios based on user-defined profiles, and then assign agents to the resulting schedules. See the [Scenario Profiles View](#) for instructions.

When you use profiles, you generate a schedule scenario that includes open schedules. An open schedule is one that has no agents assigned to it. You can then insert agents into the open schedules using any criteria. (WFM automatically filters the list of qualified agents, based on the selected schedule.)

Agents are displayed in a tree, which is inside a table with these columns:

- **Agents**—Each agent's name.
- **Present**—The number of agent profiles, based on this real agent, that are already present in scenario. This number is read-only.
- **Add**—Select the check box in this column to add this agent's profile to the scenario. Clear the check box to not add the profile. As a shortcut, you can select a single check box for any *branch* of the tree—business unit, site, or team—to select all items beneath it.

To add profile agents who are based on real agents into the same team as real agents:

1. Select or clear individual agent check boxes, as needed.

Important

A profile agent inherits the contract and skill set of the selected real agent, but the profile agent's schedule slot is not assigned to this (or any other) real agent. One reason to use profile agents is when you create a bidding scenario. See the topic [Configure Bidding Scenario](#) in the **Schedule Bidding** section.

2. Select or clear the **Place Profile Agents, Based On Real Agents, Into Their Teams** check box.
3. Click **Next** to proceed to the next screen.