

GENESYS

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Genesys Engage cloud Workforce Management 8.5.1 Guide

New Overlay Wizard

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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.

Use the **New Overlay Wizard** (NOW) to create a new overlay.

- 1. Open the **Forecast** module and select **Overlays** in the modules area.
- 2. Select a Business Unit or Site in the Objects area.
- 3. Click **New** or select **New** from the **Action** menu. The **New Overlay Wizard** opens and displays the following pages, in order:
 - Properties
 - Usage
 - Impact
 - Impacted Activities
- 4. Select the appropriate controls on each page, remembering that some selections may deselect others.