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Genesys Engage cloud Workforce Management 8.5.1 Guide

Rotating Patterns

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Rotating Patterns

Important

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Rotating Patterns are rotating work weeks of shifts, working days, working hours, and/or work activities. A Rotating Pattern can be assigned to an agent. See the following examples:

- **Example 1:** A regular Weekly Pattern might be Monday through Friday from 9:00 AM to 5:00 PM followed by a short Weekly Pattern of Tuesday through Thursday from 12:00 PM to 4:00 PM.
- **Example 2:** Agents that work four 10-hour days per week could work Monday through Thursday one week and Tuesday through Friday the next week. The combination of these alternate days off (Fridays or Mondays) comprises a Rotating Pattern.

Rotating Patterns Pane

In this pane you can view, [create](#), [delete](#), and [copy](#) Weekly Patterns. After creating Weekly Patterns, you can then combine them to create Rotating Patterns. You configure Rotating Patterns by the week. Therefore, you can have as many weekly rotations as you need.

The **Rotating Patterns** pane displays a list of Rotating Patterns that exist under the selected site within the enterprise.

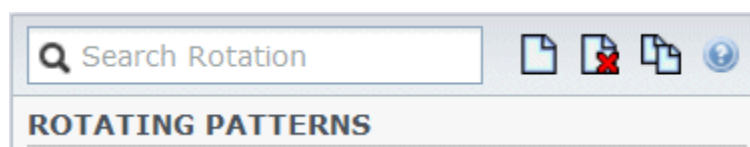


Figure: Rotating Patterns Pane Controls

Use the controls in the top-right corner of this pane to complete the following tasks:

 Search <i>field</i>	Enter your search criteria. For example, the name of a Rotating Pattern.
 New	Click this icon to create a new Rotating Pattern.

 Delete	Click this icon to delete an existing Rotating Pattern.
 Copy	Click this icon to copy an existing Rotating Pattern.
 Help	Click this icon to view a Help topic about the Rotating Patterns pane.

You can also use the **Rotating Patterns** module to view and configure Rotating Patterns properties, and associate agents with these patterns. The **Rotating Patterns** module consists of two additional panes:

- **Properties**
- **Associated Agents**

Displaying and Retrieving Rotating Patterns

The list of Rotating Patterns is displayed in segments or sequential pages. When large amounts of data are being retrieved, the list of items in **Rotating Patterns** pane is displayed in smaller segments sequentially, with 50 items per page. This limits the number of items that are retrieved from Workforce Management at any given time, maintaining optimal performance during retrieval. You can browse the previous and next pages or navigate to the first and last items in the data set (start and end of the list), by clicking the appropriate button in the view. To navigate between pages, you can use the Up, Down, Page Up, and Page Down keys on the keyboard.

Creating Rotating Patterns

1. At the top of the **Rotating Patterns** pane, click **New** .
2. In the **Properties** pane, click **Add Week** .
3. Expand the properties pane to view all fields, click **Expand** .
4. In the **Name** field, enter a name for the Rotating Pattern.

Important

By default, the **Name** field is already populated with a unique name when you select **New**. The name includes a number to ensure that each newly created **Contract** has a unique name in the Configuration database. You can change this name, but it must remain unique to prevent duplicate name errors from occurring.

5. In the **Weekly Patterns** section, populate the fields, as required.
6. In the **Weekly Rules for ..** section, populate the fields as required.

For a description of the fields in the **Weekly Patterns** and **Weekly Rules for ..** sections, see [Rotating Patterns Properties](#).

7. Click **Save Now**  .

Deleting Rotating Patterns

1. In the **Rotating Patterns** pane, select the **Rotating Pattern** that you want to delete.
2. At the top of the **Rotating Patterns** pane, click **Delete**  .
A **Confirmation** dialog displays, asking if you want to proceed.
3. Click **Yes** to proceed or click **No** to cancel the deletion.

Important

If you select **Yes** to proceed, you cannot undo the deletion of the Rotating Pattern.

Copying Rotating Patterns

1. In the **Rotating Patterns** pane, click to select the Rotating Pattern in the list that you want to copy.
2. At the top of the **Rotating Patterns** pane, click **Copy**  .
The **Copy Rotating Pattern** pane displays.
3. In the **Name** field, enter a name for the Rotating Pattern.
4. In the **Associate Copied Rotating Pattern With Following Site** section, click to expand each site and select the site, to which you want to copy the Rotating Pattern.
5. Click **Save Now**  .
A copy of the Rotating Pattern displays with the new name in the list for the selected site.

Using Copy and Paste Within Rotating Patterns

While editing or creating Rotating Patterns, you can select, mark, or copy the settings of a single day and then copy, transfer, or distribute these settings to a single or multiple, selected days (in other words, copy once, paste multiple times). When you select a day, and click **Copy**, the **Paste** icon is enabled.

Copying a Week in Rotating Patterns

1. Select a row that displays a **Weekly Pattern** name (for example, **week1**)
2. Click **Copy**.
The Paste icon is enabled.
3. Select the row, into which you want to paste the **week1** (for example, **week2**) and click **Paste**.
Information from **week1** is copied to **week2**.

See also, [Weeks in Rotating Patterns](#).

Copying a Day in Rotating Patterns

1. Select a day row (for example, **day1**).
2. Click **Copy**.
The Paste icon is enabled.
3. Select the row, into which you want to paste **day1** (for example, **day2**) and click **Paste**.
Information from **day1** is copied to **day2**.

See also, [Days in Rotating Patterns](#).