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Genesys Engage cloud Workforce Management 8.5.1 Guide

Auto-Assign Schedules Wizard

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Auto-Assign Schedules Wizard

Important

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You reached this wizard by clicking **Auto-Assign Schedules**  in the toolbar.

Follow these steps to auto-assign schedules:

1. Select a **site**.
2. Select a ranking system by clicking one of these three radio buttons:
 - **Seniority** favors agents by their hire dates.
 - **Rank** favors agents by their rank, as defined by a supervisor in the WFM Configuration Utility's Agent Configuration window.
 - **Seniority + Rank** favors agents by Seniority first, and if that results in a tie, then uses Rank as the criterion.
3. Select a target (which agents will be assigned schedules).
 - All Agents**—Auto-assigns from the pool of all agents. Here are two uses for this option:
 - You previously prepared profile schedules, not intended for bidding but for 400 new agents that you have now hired, and need to assign.
 - Bidding is resolved but you still need to assign a few profile schedules to real agents.
 - Bidding Agents Only** (default)—Auto-assigns only those agents that were designated as eligible to bid, in the **Bidding Candidates Selection** dialog.
4. Click **OK** to begin the auto-assignment process or **Cancel** to abandon it.