Genesys Engage cloud Workforce Management 8.5.1 Guide

Resolving and Publishing A Bidding Scenario

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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.

The **Schedule Bidding** period has ended. Eligible agents have bid on their preferred schedules. And if each agent requested a different schedule, then the Supervisor could grant everyone's wish. But of course there are conflicts. The Supervisor must resolve identical bids and create a schedule with a real agent assigned to every schedule, while heeding such factors as agent seniority and rank.

Supervisors should follow these steps to resolve the bidding and publish a schedule with real agents:

1. Select the **Schedule** module, open the bidding scenario that needs resolution, and select the **Bidding/Profiles** view.
   If necessary, you can end bidding early for a still-open schedule.

2. Examine the agents' bids, and make manual adjustments or assignments as necessary.

3. Run the Auto-Assign Schedules Wizard, to assign real agents to the "profile" schedules automatically.

4. Publish the now-finished bidding schedule to the **Master Schedule**.

The **Publish to Master Schedule** page of the **Publishing Wizard** includes the **Insert granted exception, time off, and day off Calendar items** check box, which you can use to overlay these items in the schedule.

> ## Important
> Unassigned profile schedules are not published to the **Master Schedule**; only real agents' schedules.

After the bidding scenario is published to the **Master Schedule**, agents can view it when they log in.