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Genesys Engage cloud Workforce Management 8.5.1 Guide

Select Sites (and Build Options)

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Select Sites (and Build Options)

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 Schedule Build Wizard's **Select Site** screen to select one or more sites, and specific schedule build options for each site.

This screen displays a table, with a separate row for each available site. Within each row are columns that contain build options.

- Choose all items in any column by selecting the check box at the top of the column. Clear the check box to reject all items.
- Choose any individual item in any row by selecting the check box in that row. Clear the check box to reject that item.

The columns contain the following build options.

Site

Each row contains a site that is in the currently selected schedule scenario. You must select at least one site.

If you do not see a site that you want to include, cancel and create a new schedule scenario that contains that site, and then use that site as the basis for your schedule build.

Force Single Skill

If you select this option and an agent has multiple skills, the agent can be scheduled for only one activity on each workday.

If you clear this option, the agent can be scheduled for multiple activities on the same day.

Use Required

If you select this option, the schedule is built with the Required Staffing forecast, not with the Calculated Staffing forecast.

Disable monthly constraints for the first month

Select this check box when the first month is not complete (because you are scheduling from the middle of the month) and there is no historical data for the beginning of the month. In this situation, schedule building cannot correctly accommodate monthly constraints, such as minimum or maximum work hours per month.

Select this check box to relax those constraints for this month.

Shuffle Agents

If you select this option, the agent pool is *randomized* before scheduling. (*Randomizing* ensures that the schedule's results are independent of the sequence in which agents are loaded into the scheduling algorithm.)

Use Team Constraints

Select this check box to enable team synchronicity constraints in the next wizard screen (**Specify Build Parameters**). Clear the check box to disable this functionality.

This option and the **Use Shared Transport Constraints** option cannot be selected simultaneously.

Use Shared Transport Constraints

Select this option to enable shared transport group constraints in the next (**Specify Build Parameters**) wizard screen. Clear the check box to disable this functionality.

This option and the **Use Team Constraints** option cannot be selected simultaneously.

Tip

Shared Transport is known by many different names worldwide—bus, carpool, ride share, lift share, and paratransit, for example. See [Wikipedia](#) for details.

Exclude Granted Agents from Used Constraints

If you select this option, agents who have been granted full-day exceptions or working hours are not considered when team synchronization is enforced.

Important

Always select this option when you are using team constraints.

Click **Next** to continue, or **Cancel** to discard your selections and close the wizard.

Use Secondary Activities

Check this option to assign a secondary activity to agents directly. Activity assignment is based on skills and skill levels, therefore a secondary activity is one, in which at least one of the agent's skills is marked as secondary. Leave this option unchecked if you want only primary activities considered in the Site schedule scenario.