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Genesys Engage cloud Workforce Management 8.5.1 Guide

Scenario Intra-Day: Publish Schedule Wizard

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Scenario Intra-Day: Publish Schedule Wizard

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 **Publish Schedule Wizard** to publish a date range from the selected scenario to the **Master Schedule**, or to extract a date range from the **Master Schedule** to the selected scenario.

At any scenario view, click **Publish** . The wizard activates and presents these screens:

Select Action screen

1. Select the radio button that corresponds to the action you wish to take:
 - [Publish to the Master Schedule](#)
 - [Extract from the Master Schedule](#)
2. Click **Next**.

Publish to the Master Schedule from Scenario screen

This screen appears only if you selected **Publish** to the **Master Schedule** at the previous screen.

1. Make the following selections:
 - a. In the **Dates** area, use the spin boxes or pop-up calendars to specify **Start** and **End dates** for the selected scenario.
This date range is the publishing *source*.
 - b. Select the **Publish To Date Range** check box to activate that area, then use the spin boxes or pop-up calendars to specify **Start** and **End dates** for the **Master Schedule**.
This date range is the publishing *destination*.

- c. In the **Agents** area, select agents from an object tree individually, or in groups by selecting teams, sites, BUs, or Enterprise.
 - d. Select the **Insert Granted Exception**, **Time Off** and **Day Off Calendar** items check box to specify that this action is performed during publication.
2. Click **Finish** (or **Previous** to return to the **Select Action** screen).

Extract from the Master Schedule to Scenario screen

This screen appears only if you selected **Extract** from the **Master Schedule** at the previous screen.

1. Make the following selections:
 - a. In the **Dates** area, use the spin boxes or pop-up calendars to specify **Start** and **End dates** for the selected scenario. This date range is the publishing *source*.
 - b. In the **Agents** area, select agents from an object tree individually, or in groups by selecting teams, sites, BUs, or Enterprise.
2. Click **Finish** (or **Previous** to return to the **Select Action** screen).