Genesys Engage cloud Workforce Management 8.5.1 Guide

Schedule Scenarios

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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.

Use the Scenarios view in the Schedule module to create new scenarios or edit an existing schedule scenario. When you open a scenario, that scenario's name becomes a menu on the toolbar (and a selection in the **Schedule** menu). You can then select the following views from the **<scenario_name>** menu:

Coverage	Compares staffing coverage to forecasted (calculated and required) staffing data, and highlights overstaffed or understaffed timesteps.
Weekly	Displays a weekly summary table of total paid hours, working start/end times, or shift names for a site's agents and/or profiles.
Intra-Day	Displays schedule details for a 24- or 36-hour period, enabling you to modify schedules for individual or multiple agents. > **Important** > You do not need the **Approve Changes** security permission (as required by the **Master Schedule**) to commit your changes (which are only visible to you). You can roll back or remove your own pending changes. You can view your pending changes in the **Weekly**, **Intra-Day**, and **Agent-Extended** views.
Agent-Extended	Displays schedules for one week or the schedule planning period for a single agent.
Profiles/Bidding	Enables you to assign real agents to profile schedule slots.
Summary	Displays service-level and related statistics for the scenario.
State Group Totals	Presents **Schedule State Group Totals** for the configured **Schedule State Groups**.

To open a scenario's views, select it from the submenu. Click **Close** to close it.

> ### Important
>
> Some restrictions apply when viewing and deleting **Schedule** scenarios:
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> - Users must have access to at least one **Site** in the **Schedule** scenario to see it.
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> - Users must have access to all **Sites** in the **Schedule** scenario to delete the scenario.