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Genesys Engage cloud Workforce Management 8.5.1 Guide

Shift Contracts

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Shift Contracts

Important

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Use the **Shifts > Contracts** pane to assign contracts to a shift. To open this pane, click **Contracts** at the top of the **Shift Properties** pane.

Important

Assigning contracts to a shift is optional. You can save a shift without associating it with a contract.

Assigning a Contract to a Shift

To assign a contract to a shift:

1. In the **Shifts** pane, select a shift.
2. In the right-side pane, select **Contracts**.
3. Click **Assign a Contract to a Shift** .
4. In the **Use This State for Assignments** drop-down list, select the appropriate state.
5. Select one or more contracts from the list on the **Contract Associations** pane. You can assign multiple contracts to a single shift.
6. Click **Apply**  to move the selected contracts into the **Contracts** pane.
7. Click **Save Now** .

Removing a Contract from a Shift

To unassign or remove a contract from a shift:

1. In the right-side pane, select **Contracts**.
2. In the **Contracts** list, select the contract you want to remove.
3. Click **Remove Contract from Shift** .
4. When the **Confirmation** dialog appears, click **Yes**.

Changing the State of an Assigned Contract

To change the state of an assigned contract:

1. In the **Contracts** pane, use the **State** drop-down menu for the **Contract** you want to change and select **Primary** (default) or **Secondary**.
2. Click **Save Now** .

Tip

- Assigned contracts appear only in the **Contracts** pane.
- To select multiple contracts, hold down **SHIFT** or **CTRL** and click on each additional contract.
- Each assigned contract has a state: **Primary** or **Secondary**. The default state after being moved is **Primary**.