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Genesys Engage cloud Agent's Guide

Bidding Assignment Desired View

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Bidding Assignment Desired View

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Agents](#).

You reached this window by clicking the **Desired** tab in the [Bidding Assignment Pane](#).

Use the Desired View to reorder your bids for schedules that you want.

Ranking Your Bids

Your bids are already ranked when you reach this window; that happened when you clicked Add to Desired in the Bidding Assignment Window. Your most desired bid is numbered 1.

To change a single bid:

1. Select the number in the Bid column box, and enter a different number.

Important

If you change the rank of one of your bids and click **Apply**, the rest of your bids will be renumbered accordingly.

2. Click **Apply** to implement your change, or **Cancel** to abandon it.

Repeat as necessary to achieve the bid order that you want.

Removing Schedules from the Desired View

To remove one or more shifts from the Desired View:

1. Select the check box in the far right column of every schedule that you wish to affect.
2. Click **Remove** to remove the selected schedule(s) from the Desired View and set the bid ranking to 0.
or
Click **Unwanted** to move the selected schedule(s) to the Unwanted View.