



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Engage cloud Workforce Management 8.5.1 Guide

CRW: Select Agents Screen

## CRW: Select Agents Screen

### 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](#).

To fill in the **Select Agents** screen in the **Commit/Rollback Wizard** (CRW):

1. Select any combination of **agents**.  
You can select individual agents from multiple sites and multiple teams, or you can select whole teams or whole sites. Only agents who are selected on the **Object** pane's **Agents** tree, and who can work on activities that are selected in the first page of this wizard, are available for selection.
2. Select **Commit** or **Rollback**.  
If you do not have the **Approve Changes** security permission, the **Commit** check box is cleared and disabled. In that case, you can only roll back pending changes.
3. Click **Next** to open the **Select Dates** screen.  
Click **Cancel** if you want to close the wizard without saving or deleting pending changes.