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Genesys Engage cloud Workforce Management 8.5.1 Guide

Activities

Activities

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](#).

Activities are work items that are tracked and managed using Workforce Management. For example, answering inbound calls, responding to e-mail, completing after-call work, performing scheduled callbacks, and participating in chat sessions.

Important

Some settings might not apply to your contact center.

You must configure activities separately for each site. When you select a site on the **Object** pane, the activities configured for that location appear in the **Activities** pane.

In the **Activities** pane, click an activity to view its properties and edit them.

- For instructions about how to view or create new activities and configure staffing properties and open hours, see [Creating and Deleting Activities](#).
- To define regular activities, see [Configuring Skills for Activities](#) and [Associating Agents With Activities](#).
- To view, add, edit, or delete activity sets, or configure new or existing activity sets, see [Creating Activity Sets](#) and [Adding Activities to Activity Sets](#).
- To view, add, edit, or delete activity groups, or configure new or existing activity groups, see [Grouping Multiple Activities](#).
- To configure activity policies to establish rules and guidelines that determine how, when, and in which activities the agent can engage, see [Activity Properties](#).
- To associate statistics with activities for use in monitoring interaction and service levels, see [Statistics Configuration for Activities](#).