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# Genesys Engage cloud Workforce Management 8.5.1 Guide

Creating and Deleting Activities

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# Creating and Deleting 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](#).


You can add an activity by creating a new one or by **copying** an existing one. You can also **delete** existing Activities.


## Creating an Activity

1. In the **Objects** pane, select the site to which you want to add the new activity.
2. When the **Activities** pane opens, select **New Activity** .  
The **Activity Properties** pane opens with the default name **New Activity (<number>)**.
3. In the **Activity Properties** and **Hours of Operation** sections, populate the fields as described in [Activity Properties](#).
4. Click **Save Now** .
5. Configure the activity, as explained in [Adding Activities to Activity Sets](#), [Configuring Skills for Activities](#), [Associating Agents with Activities](#).  
See also, [Statistics Configuration for Activities](#).

## Creating Activities Using Copy


To create a new activity by copying an existing one:

1. In the **Activities** pane, select an activity.
2. Select **Copy** .  
The **Activity Assignment** pane opens.
3. In the **Name** field, rename the activity, if necessary. (The name must be unique with the site or business unit [BU].)

4. In the **Associate Copied Activity With The Following Site** section, select the site with which you want this activity to be associated.
5. Click **Save Now**  .

## Deleting Activities

To delete an activity:

1. Select the activity in the **Activities** pane.
2. Click **Delete**  .
3. When the **Confirmation** dialog opens, click **Yes** to delete or **No** to cancel the action.