

GENESYS[®]

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Genesys Engage cloud Workforce Management 8.5.1 Guide

IMW: Select Work Set Screen

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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 select **Work sets** using 1 or 2 screens in the **Insert Multiple Wizard** (IMW), depending on your choices:

- Specify work set parameters (immediately below)
- Select activities for work set screen

Specify Work Set Parameters Screen

- 1. Select or enter the Start time and End times.
- Select Next Day (next to the Start Time text box) if the work set starts on the day after the agent's shifts begin.

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— OR —
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Select **Next Day** (next to the **End Time** text box) if the work set begins on the same day as the agent's shifts begin, but ends on the day after.

- 3. Select one of these radio buttons:
 - Select new activities for Work Set—Enables the Select activities for work set screen, where
 you select the new activities.
 - Use existing shift activities—Applies the activities already selected.
- 4. Select or clear the check box **Mark as overtime with marked time**. Select to enable the **Marked Time** screen when you're done with activities.
- 5. Click **Next** (if you selected the radio button **Select new activities for Work Set** or the check box **Mark as overtime with marked time**) or click **Finish**.

Select Activities for Work Set Screen

This screen appears only if you selected the **Select new activities for Work Set** radio button.

- 1. Select one or more activities from the tree.
- 2. Click **Next** (if you selected the check box **Mark as overtime with marked time** in the previous screen) or click **Finish**.