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Genesys Engage cloud Workforce Management 8.5.1 Guide

Insert Activity Set Dialog Box

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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](#).

Use the **Insert Activity Set** dialog box to insert an activity set into an agent's schedule:

1. In the **Intra-Day** or **Agent-Extended** view, **right-click** an agent's dark-blue shift bar (you can change the color with the [Colors Tool](#)).
2. Click at or near the timestep where you want the activity set to begin.
From shortcut menu that appears, select **Insert > Activity Set**.

The **Insert Activity Set** dialog box opens.

3. Select an activity set, or one or more of its associated activities.
In the **Choose Item to Insert** tree, you can expand activity sets to display their activities. You can select a whole activity set, or one or more activities within any one activity set.
4. Adjust the **Activity Set** or selected activity **Start time** and **End times**, as necessary.
You can select **Next Day** for **Start time** or **End time** if either of them is on the next day.

Important

Your settings must match the activity set's configured time constraints.

5. Click **OK** to insert the selected activity set and close the dialog box.
The view reappears.

Activity Sets appear as yellow bars (you can change the color with the [Colors Tool](#)).