GENESYS™

Genesys Engage cloud Workforce Management 8.5.1 Guide

Set Activities Dialog Box

5/11/2025

Set Activities Dialog Box

> **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.

1. In the Intra-Day or Agent-Extended view, right-click an agent's **shift** or **activity set**. (The agent's schedule must already contain a shift with or without an activity set.)

2. From the shortcut menu that appears, select **Set Activities** For.

3. From the submenu, select the activity set that you want to modify.

    - If right-clicking on dark blue activity work inside a shift, the submenu allows you to select **Work** (you can change the color with the Colors Tool).

    - If right-clicking on a yellow activity set, the submenu also allows you to select **Activity Set** (you can change the color with the Colors Tool).

    - If a work set exists, the submenu also allows you to select **Work Set**, which starts the **Insert Work Set Wizard**.

        Depending on your selection from this submenu, you will either edit the work activities or the activities inside the **Activity Set**.

        The **Set Activities** dialog box opens. Its grid shows all activities that belong to the selected work or activity set. (If necessary, a vertical scroll bar appears to the right.)

        In the first column, a check mark indicates activities that have already been assigned.

4. Add or remove activities.

    - Select a check box to add an activity.

    - Clear a check box to remove an activity.

    - You can add multiple activities within any one activity set.

5. Click **OK** to save your changes.

        If your changes violate no constraints, the dialog box closes and the view reappears.

        If your changes would delete an activity set's last remaining activity, an error message appears. Use the **Delete** command to delete the activity set itself.

If your changes violate any constraints (for example, keeping too few activities to fill the activity set's hours of operation), a warning message informs you of the problem.