



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Workforce Management 8.5.1 Guide

NOW: Properties Page

NOW: Properties Page

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](#).

The **New Overlay Wizard** (NOW) opens and displays these pages, in order: **Properties** (this page), **Usage**, **Impact**, and **Impacted Activities**.

1. Select the appropriate settings on this page, remembering that some selections may deselect others.
2. Click **Next**.

The settings on this page are:

Name <i>field</i>	You can edit the selected Overlay's name in this field.
This Overlay shall: <i>radio buttons</i>	<ul style="list-style-type: none">• Impact Forecast Values and Totals—Specify that this overlay can impact the forecast by changing forecast's values and totals. This option is the default.• Redistribute Forecast Without Changing Total—Specify that this overlay must preserve a forecast's total for specific period even while changing the distribution of values inside that period.
Spread Over: <i>field</i>	Displays the length of time that the selected Overlay will occupy. Edit this field and select one of the two radio buttons Days or Hours to choose the units. The value must be greater than 0 (zero) and the default is 1.
This Overlay is Applicable To: <i>radio buttons</i>	Select one of the two radio buttons IV or AHT to choose whether the overlay applies to Interaction Volume (IV) or Average Handling Time (AHT).