



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

NSSW: Add Agents

NSSW: Add Agents

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](#).

To fill in the **Add Agents** screen of the **New Schedule Scenario Wizard** (NSSW):

1. Select the agents that you want to include in the scenario.
In the **Agents** list, you can expand **Business Units** to display their sites and expand sites to display their agents. The list shows only those agents who have the skills that are required for the activities you selected on the **Select Activities** screen.
2. To fill the new scenario with the schedules from the source (**Based on**) scenario, select the **Copy Schedules** check box.
3. To insert a granted exception, time off or day off item from the calendar, select the **Insert granted exception, time off and day off calendar items** check box.

Tip

You can insert multiple items. However, this check box is enabled only if the following conditions are met:

- The scenario you are creating is based on an existing scenario.
- The **Copy Schedules** check box is selected.

4. Click **Next** to proceed to the next screen.