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Genesys Engage cloud Workforce Management 8.5.1 Guide

Bidding Candidates Selection

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Bidding Candidates Selection

Important

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Use the **Bidding Candidates Selection** dialog to specify which agents are eligible to bid on a chosen bidding scenario.

1. Preparation

- a. Create and configure a **Scenario** for bidding.
- b. Open the **Scenario** and select the **Profiles/Bidding** view.

2. Assigning the Agents

- a. To open the wizard, click **Bidding Candidates Selection**  in the toolbar.
- b. In the **Bidding Candidates Selection** dialog, open the **Site(s)** and then the **Team(s)**.
- c. Select only the team members who will be eligible to bid on your configured **Scenario**.
- d. Clear the check box to the left of each member who will not be eligible to bid.
- e. Click **OK**.