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Genesys Engage cloud Workforce Management 8.5.1 Guide

Configure a Bidding Scenario

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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](#).

Begin at the **Schedule Scenarios** view.

1. Create a Forecast Scenario

- a. Create a **New Forecast Scenario**.
- b. Define the work week(s) that this forecast spans and the activities that it requires.
- c. **Build Volumes**, **Build Staffing**, and then **Publish the Forecast**.

This transfers the forecast to the master schedule database, so you can configure a bidding schedule. Follow all the steps exactly as you would to create a non-bidding schedule.

2. Create a Schedule Scenario

- a. Create a **New Schedule Scenario**.
- b. Define the **General Parameters** including **Start Date**, **End Date** and **Extended End Date**.

For example, you can build a 1-week bidding schedule the **Start Date** 3 June 2007, and the **End Date** 9 June 2007, and the **Extended End Date** is 1 September 2007. The one-week schedule that you present to agents for bidding, is applicable for the entire 3rd quarter of 2007. Agents can see the **Extended End Date** during bidding, and thus know that they are bidding on schedules for the entire 3rd quarter.

- c. Select **Activities**, and **Agent Profiles**.
You can select real agents too, but their schedules will not be biddable.
- d. Build the **scenario**.

3. Configure the Scenario for Bidding

- a. **Build** the **Bidding Schedule**.
- b. Define *which* agents can bid in the **Bidding Candidates Selection** dialog.
- c. Define *when* agents can bid in the **Control Bidding Process Wizard**.