



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

Resolving and Publishing A Bidding Scenario

# Resolving and Publishing A Bidding Scenario

## 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 **Schedule Bidding** period has ended. Eligible agents have bid on their preferred schedules. And if each agent requested a different schedule, then the Supervisor could grant everyone's wish. But of course there are conflicts. The Supervisor must resolve identical bids and create a schedule with a real agent assigned to every schedule, while heeding such factors as agent seniority and rank.

Supervisors should follow these steps to resolve the bidding and publish a schedule with real agents:

1. Select the **Schedule** module, open the bidding scenario that needs resolution, and select the **Bidding/Profiles** view.  
If necessary, you can **end bidding early** for a still-open schedule.
2. Examine the agents' bids, and make manual adjustments or assignments as necessary.
3. Run the **Auto-Assign Schedules Wizard**, to assign real agents to the "profile" schedules automatically.
4. **Publish** the now-finished bidding schedule to the **Master Schedule**.

The **Publish to Master Schedule** page of the **Publishing Wizard** includes the **Insert granted exception, time off, and day off Calendar items** check box, which you can use to overlay these items in the schedule.

## Important

Unassigned profile schedules are not published to the **Master Schedule**; only real agents' schedules.

After the bidding scenario is published to the **Master Schedule**, agents can view it when they log in.