Genesys Engage cloud Workforce Management 8.5.1 Guide

Schedule Build Wizard

5/8/2025

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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.

Use the Schedule Build Wizard to build a schedule for a selected site, based on a selected forecast scenario. The build process includes all activities and agents defined for this site in the scenario.

Using the Schedule Build Wizard

To use the wizard:

1. Select an existing schedule scenario or use the New Schedule Scenario Wizard to create a new scenario.

2. Open one of the following Schedule Scenario views:

   - Scenario Intra-Day view

   - Scenario Agent-Extended view

   - Scenario Coverage view

   - Scenario Weekly view

   - Scenario Profiles/Bidding view

   - Scenario Summary view

   - State Group Totals view

3. Click the **Build Schedule** button (　) in the **Actions** toolbar, or select **Build Schedule** from the **Actions** menu.
   The **Select Sites** screen opens.

4. Select the site(s) and build options that you want, and then click **Next**.
   The **Schedule Build Parameters** screen opens.

5. Select the specific parameters to apply for Team Synchronicity, Shared Transport Constraints, Preference Fulfillment Options, Optimizing Profiles, and Assigning Profiles to Teams.

6. Click **Finish**.
   The **Building Schedule...** dialog appears, showing the progress of schedule building.