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Genesys Engage cloud Workforce Management 8.5.1 Guide

Schedule Filter Dialog Box

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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](#).

Applies to these modules: **Weekly, Intra-Day, State Group Totals, Profiles/Bidding**.

Use the **Filter** dialog box to control the activities and contracts that are displayed within the selected site:

1. In any of these views— **Weekly, Intra-day, State Group Totals**, or **Profiles/Bidding**—click the **Filter** button on the **Actions** toolbar.
The **Filter** dialog box opens.
2. Click the **Agent Properties** tab.
3. In the **Contracts** list, select the check boxes for contracts that you want to display, from a tree of BUs, sites, and contracts. Clear the check boxes for contracts that you want to hide.

By default, all contracts are selected.
4. Select or clear the check box **Include agents with matching secondary skills**, to specify that the main view includes agents who also match according to their secondary skills and activities.

Tip

This check box is not available from the **Schedule State Group Totals** view.

5. Click the **Schedule States** tab.
6. To filter agents that will be displayed within the selected site:
 - If you are in the **Weekly, Intra-Day**, or **Profiles/Bidding** module, select **Filter Using Following Schedule States** and then, select one (or all three) schedule states: **Activities, Meetings**, and **Marked Time**. Each portion of this tree includes the current business unit, site(s), and the appropriate objects (activities, meetings or marked times).
 - If you are in the **State Group Totals** module, this tab contains the **Schedule State Groups** list. Select the check boxes for groups that you want to display. Clear the check boxes for any groups that you want to hide. By default, all groups are selected.

By default, all objects are selected.

7. Select the check boxes for objects that you want to display. Clear the check boxes for objects that you want to hide.
8. Click **OK**.

The view is now filtered according to your selection. If you have filtered a scenario view, this filter remains in effect until you close the scenario. However, if you select another site and then click the **Filter** button, the **Filter** dialog box reopens with its default settings.