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# Genesys Engage cloud Workforce Management 8.5.1 Guide

Staffing Build Wizard

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# Staffing Build Wizard

> ### 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 **Staffing Build Wizard** (SBW) to build staffing data for a selected single-site activity, based on parameters that you provide.

> ### Important
>
> Before using this wizard to build a staffing forecast, take these required actions:
>
> - Build interaction volumes and AHT for activities.
>
> - If necessary, create templates.

To build staffing data:

1. On the Scenario Staffing View toolbar, click the **Build** button.
   The Staffing Build Wizard's first screen, Provide Target Date, opens.

- Fill in the Provide Target Date screen and then click **Next**.

- Fill in the Provide Target Options screen and then click **Next**.
  The screen that appears next depends on what kind of activity you are staffing.

    - For an **Immediate** activity (work activities that are handled by agents immediately, such as voice calls), the Specify Service Level Objectives screen opens if you selected the Use Service Level Objectives check box. If you did not select Use Service Level Objectives, the Staffing Requirements screen opens.

    - For a **Deferred** activity (backlog activities, such as e-mail, that use special forecasting calculations), the Multimedia Service Level Objectives screen opens.

    - For a **Fixed-Staff** activity (non-CTI activities that do not use Workforce Management service objectives), the Staffing Requirements screen opens.

- Fill in each screen that opens, and then click **Finish**.
  The wizard closes. If you selected **Compare results with previous** on the second wizard screen, the **Scenario Build Results** window opens. If not, the **Scenario Staffing View** opens.

## Forecast Staffing Build Wizard Screens

The **Staffing Build Wizard** screens are described in the following topics.

- Provide Target Date
- Provide Target Options
- Specify Service Level Objectives
- Specify Multimedia Service Level Objectives
- Staffing Requirements