

GENESYS

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Workforce Management Web for Supervisors Help

Add/Remove Scenario Elements Wizard

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Use the **Add/Remove Scenario Elements Wizard** to modify the selected scenario by adding activities or agents to it, or by removing agents. The wizard has the following screens:

- Select Actions
- Select Activities
- Filter by Contracts
- Add Agents
- Add Profile Agents based on Real Agents
- Add Profiles
- · Remove Agents.

To use this wizard:

1. Click Add/Remove Scenario Elements on a schedule scenario view's Actions toolbar or select it from the Actions menu.

The wizard starts and opens the Select Action screen.

The **Add/Remove Scenario Elements Wizard** has seven screens (listed above), but depending on your choices, you might see fewer screens.

- Click **Help** on any screen opens a **Help** page that explains that screen's options.
- Click **Back** returns you to the previous screen, if you need to revise your entries there.