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Workforce Management Web for Supervisors Help

Activities

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Activities are work items that are tracked and managed using Workforce Management. For example, answering inbound calls, responding to email, completing after-call work, performing scheduled callbacks, and participating in chat sessions.

You must configure activities separately for each site or business unit. Business units require multi-site activities, which combine activities at some or all of the sites in a business unit. If you select a site in the **Objects** pane, the activities configured for that location appear in the **Activities** pane. If you select a business unit, the multi-site activities configured for that location appear in the **Activities** pane.

Important

To configure objects and change settings in the **Activities** and **Multi-Site Activities** view, you must have the appropriate role privileges. See [Configuration Role Privileges](#).

In the **Activities** pane, click an activity to view its properties and edit them.

- For instructions about how to view or create new activities or multi-site activities and configure staffing properties and open hours, see [Creating and Deleting Activities](#).
- To define regular activities, see [Configuring Skills for Activities](#) and [Associating Agents With Activities](#).
- To configure multi-site activities, see [Assigning Activities to Multi-Site Activities](#), and [Configuring Skills for Multi-Site Activities](#).
- To view, add, edit, or delete activity sets, or configure new or existing activity sets, see [Creating Activity Sets](#) and [Adding Activities to Activity Sets](#).
- To view, add, edit, or delete activity groups, or configure new or existing activity groups, see [Grouping Multiple Activities](#).
- To configure activity policies to establish rules and guidelines that determine how, when, and in which activities the agent can engage, see [Activity Properties](#).
- To associate Stat Server statistics with activities and multi-site activities for use in monitoring interaction and service levels, see [Statistics Configuration for Activities](#) and [Configuring Statistics for a Multi-Site Activity](#).
- To set default target service levels or staffing requirements for different types of activities, see [Default forecasting objectives](#).