GENESYS™

Workforce Management Web for Supervisors Help

Grouping Multiple Activities

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Contents

Grouping Multiple Activities

Grouping multiple activities from within the same business unit enables data aggregation for contact center performance monitoring and reporting.

You can create activity groups, assign activities to them using a filter, copy, and delete activity groups.

Creating New Activity Groups

1. In the **Objects** pane, select the business unit, for which you want to create the Activity Group.

2. In the **Activities** pane, select **New Activity Group** .
   The Activity Group Properties pane opens.

3. In the **Name** field, enter a unique name for the group.

4. Click **Save Now** .
   The new activity group appears in the Activities pane.

Assigning Activities to Activity Groups

1. In the **Activities** pane, select the group, to which you want to assign activities.

2. At the top of the **Activity Group Properties** pane, click **Activities**.

3. When the **Associated Activities** pane opens, click **Assign regular activities** .
   The Activities pane opens.

4. Select the activities you want to associate with this **Activity Group**.
   To quickly find an activity, type the activity name into the Search field. Only activities for the selected business unit are available. Activities for other business units do not appear.

5. When you have selected all activities, click **Apply** .

6. In the **Associated Activities** pane, click **Save Now** .

When you assign activities to an activity group, you can use a filter to select only those sites and multi-site activities to which you want these groups and activities to apply.

Using Filters When Assigning Activities to Groups

1. In the **Activities** pane, click **Filter** ⏣ .
   The Filter pane opens.

2. In the Sites list, do one of the following:

   - Remove the check mark in the **All** check box and select the sites, to which you want to assign these groups and activities.

   - Remove the check mark in the **All** check box and check **No Filtering by Sites**. (If this box is checked, the activities and groups apply to all sites in the list.)

3. In the **Multi-Site Activities** section, do one of the following:

   - Remove the check mark in the **All** check box and select the multi-site activities, to which you want to assign these groups and activities.

   - Remove the check mark in the **All** check box and check **No Filtering by Activities**. (If this box is checked, the activities and groups apply to all multi-site activities in the list.)

4. Click **Apply** ↵ .

Copying Activity Groups

1. In the **Activities** pane, select the Activity Group you want to copy.

2. Click **Copy** 🗐 .
   The Copy Activity Group pane opens.

3. In the **Name** field, rename the Activity Group, if necessary. (The name must be unique within the business unit.)

4. In the **Associate Copied Activity Group With The Following Business Unit** section, select the business unit with which you want this Activity Group to be associated.

5. Click **Save Now** 💾 .

> ### Tip
> When you copy an activity group and add it to the same business unit, all activities that were associated with the copied activity group are associated with the duplicated activity group.

Deleting Activity Groups

1. In the **Activities** pane, select the **Activity Group** you want to delete.

2. Click **Delete** .

3. When the Confirmation dialog opens, click **Yes** to delete or **No** to cancel the action.