

GENESYS

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Workforce Management Web for Supervisors Help

Add/Remove Scenario Elements: Select Actions

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In the Add/Remove Scenario Elements Wizard **Select Action** screen:

- 1. Select a radio button from the group **Actions**:
 - Add scenario elements—Runs the Select Activities, Filter by Contracts, Add Agents, Add Profile Agents based on real agents, and Add Profiles screens, enabling you to add new activities and/or agents to the scenario.
 - Remove agents from scenario—Runs the Remove Agents screen, to remove agents from the scenario.
- 2. Click **Next** to proceed to the next screen.