

GENESYS[®]

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Web for Supervisors Help

Add/Remove Scenario Elements Wizard

5/8/2025

Add/Remove Scenario Elements Wizard

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.