

GENESYS

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Workforce Management Web for Supervisors Help

Associating Sites with a Multi-Site Activity

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If you select a multi-site activity and click **Activities** in the **Multi-Site Activity Properties** pane,

you can select **Assign a Missing Site to Multi-Site Activity** to assign the activity to a missing site (unless activities from all visible sites were already assigned to a multi-site activity) The **Assign a Missing Site to Multi-Site Activity** pane opens and all sites within the selected business unit are listed.

To create a new, similar activity for each selected site:

- 1. Select a site.

 You can select more than one site by using the CTRL or SHIFT key.
- 2. Optionally, you can check the **Distribute Multi-Site Open Hours and Skills** check box to assign open hours. See the Tip below.
- 3. Click Apply ...
 Under each selected site, WFM generates a new activity that can be renamed and associates that activity with the selected source multi-site activity. Open hours for the activity are 24/7 by default.

Tip

If you checked **Distribute Multi-Site Open Hours and Skills**, then open hours and skills for the generated activity (or activities) will be the same as they are for the selected *source* multi-site activity.

Each site's time zone is used to define the open hours—and it might be a different time zone from the one used by the business unit under which the *source* multi-site activity is located.

An activity generated in this way will always have the same activity type as the multisite activity that was its source.