



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

IMW: Select Work Set

Contents

- [1 IMW: Select Work Set](#)
 - [1.1 Specify Work Set Parameters Page](#)
 - [1.2 Select Activities for Work Set Page](#)
 - [1.3 Marked Time with Overtime](#)

IMW: Select Work Set

In WFM, *work sets* are used to configure the time interval within the shift when agents are working only on specified activities. You can include several activities or a single **activity set** into a work set.

Insert work sets by using the steps described in the procedure below or by selecting it in the Intra-day view's pop-up menu (using a right-click, in the same way you insert other items, such as time off, exceptions, or marked time).

In the **Insert Multiple Wizard (IMW)**, you select **Work sets** using 1 or 2 pages, depending on your choices:

- **Specify work set parameters**
- **Select activities for work set screen**

Specify Work Set Parameters Page

1. Select or enter the Start time and End times.
2. Select **Next Day** (next to the **Start Time** text box) if the work set starts on the day after the agent's shifts begin.
— or —
Select **Next Day** (next to the **End Time** text box) if the work set begins on the same day as the agent's shifts begin, but ends on the day after.
3. Select one of these radio buttons:
 - **Select new activities for Work Set**—Enables the **Select activities for work set screen**, where you select the new activities.
 - **Use existing shift activities**—Applies the activities already selected.
4. Select or clear the check box **Mark as overtime with marked time**.
Select to enable the **Marked Time** page when you're done with activities.
5. Click **Next** (if you selected the radio button **Select new activities for Work Set** or the check box **Mark as overtime with marked time**) or click **Finish**.

Select Activities for Work Set Page

This page appears only if you selected the **Select new activities for Work Set** radio button.

1. Select one or more activities from the tree.
2. Click **Next** (if you selected the check box **Mark as overtime with marked time** in the previous page) or

click **Finish**.

Marked Time with Overtime

To fill in the **Select marked time with overtime** page in the **Insert Multiple Wizard** (IMW):

Important

This page in the wizard appears only if you checked the **Mark as overtime with marked time** check box on the **Specify work set parameters** page of this wizard.

1. Select a **Marked Time**.
2. Click **Finish**.
If you want to close the wizard without inserting the marked time, click Cancel.