

GENESYS

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Workforce Management Web for Supervisors Help

NOW: Impact Page

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The **New Overlay Wizard** (NOW) opens and displays these pages, in order: **Properties**, **Usage**, **Impact** (this page), and **Impacted Activities**. Be sure to watch the video.

Tip

This page appears only if you selected the radio button **Calculate Using The Specified Initial and Ending Impact** on the **Usage** page.

- 1. Select the appropriate settings on this page, remembering that some selections may deselect others.
- 2. Click Next.

The settings on this page are:

Setting	Description
Impact parameters of overlay fields	• Initial Impact <i>field</i> —Use this field to specify the initial impact of the overlay. Range: 0 (the default) and positive numbers.
	 Ending Impact field—Use this field to specify the ending impact of the overlay. Range: 0 (the default) and positive numbers.
	These fields are enabled only if the option Calculate Using Specified Initial and Ending Impact is selected.