GENESYS

Workforce Management Web for Supervisors Help

Select Options

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Select Options

Use the Intra-Day Schedule Rebuild Wizard's **Select Options** screen to select date(s), time, and rescheduling options.

1. In the calendars displayed for date(s) selection, enter or select the day(s) to be rebuilt in the schedule. The calendars allow you to select multiple date(s) or a date range. However, the selected date(s) or date range cannot be outside the scenario's date range and out of 2 weeks date range. The default value shown is the date selected in the view from which the Wizard was called.

2. In the **Start from** selector, enter or select the time in the scheduled day(s) to start rebuilding. The default value shown is the computer's current time rounded to the nearest timestep start plus one hour. Before selecting the time from which you want to rebuild, consider that you will need to notify the affected agents of these changes.

3. In the **Time Zone** selector, select the applicable time zone. The default is Local.

4. Select one item from the **Rescheduling Options** list of self-explanatory radio-button choices. Selecting the final option (**Reschedule breaks, meals, activities/activity sets/task sequences, shift start and/or end times may change**) will enable check boxes that control whether shift start time, shift end time, and paid duration are fixed (not changeable).

> ## Important
> The final check box **Paid duration is fixed** in this grouping applies to breaks and meals (shift items), which are defined as paid or non-paid. If paid duration is fixed, when WFM rebuilds, it cannot give an agent a shift with a different paid duration than the agent currently has assigned. Otherwise, if the agent has a flexible Contract, it could be possible for the agent to get assigned a shorter or longer shift than currently assigned. The agent could potentially be assigned different meals and breaks as well.

5. Keeping the **Auto-commit changes** check box default value (selected) instructs the schedule builder to commit all schedule changes. Otherwise, they will be put into the schedule in a pending mode.

6. Select the **Additionally filter agents by contract** check box if you want to select agents with contracts for the schedule rebuild. When selected, the wizard displays the contracts tree. Select the check box for each contract you want to filter and click **Next**. The agents are then filtered according to the contracts you selected. Select the check box for each agent to include in the schedule rebuild.

7. Click **Next** to continue, or **Cancel** to discard your selections and close the wizard.

For information about task sequences (which are included in the fourth and fifth rescheduling options), see Shift Task Sequences and the *Workforce Management Administrator's Guide*.