



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

[Schedule State Groups](#)

12/19/2025

# Schedule State Groups

A *Schedule State Group* is a collection of schedule states that is linked to a site.

If you selected **Generate Default Schedule State Groups and Exception Types** when you imported the site, these Schedule State Groups appear automatically:

- Asynchronous Work
- Days Off
- Exception Types
- Fixed-Staff Work
- Immediate Work
- No Activity
- Shift Items/Meals
- Time Off

The Schedule State Group view enables you to **create** a new group, **copy and paste** an existing group, **edit**, and **delete** groups. See [Configuring Schedule State Groups](#).

## Important

To configure objects and change settings in the **Schedule State Groups** view, you must have the appropriate role privileges. See [Configuration Role Privileges](#).

For information about setting adherence rules for Schedule State Groups, see [Configuring Adherence Rules](#).

## Schedule State Groups and Genesys States

Each schedule state group is associated with one or more Genesys states, such as CallRing or WaitForNextCall. Each group can include an additional reason (aux) code, sent with the related Genesys state, that further identifies what the agent is doing.

## Important

Aux codes are not supported for all Genesys states. The T-Server you are using dictates which Genesys states support aux codes. Check the documentation for your T-Server to determine which of the Genesys states can support aux codes.

You can apply the **Start Before Threshold** and **Start After Threshold** values to each schedule state group; these values help you track agent adherence. Configure these functions in the [Adherence Rules](#) pane.

## About Schedule States

The schedule states that you can include in schedule state groups are:

- All breaks configured for the site
- All meals configured for the site
- All activities configured for the site
- All exception types configured for the site
- All time-off types configured for the site
- Fixed states, which are:
  - Generic break, meal, exception, and activity states that you can use in place of specific meals, breaks, exceptions, and activities.
  - Day Off, Vacation, No Activity

### Tip

Use these Fixed States to report the state, for which an agent is scheduled when a particular schedule state type (such as an Exception Type) has been deleted from WFM.