

# **GENESYS**

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### Workforce Management Web for Supervisors Help

Staffing Split Wizard

## Staffing Split Wizard

Use the **Staffing Split Wizard** to split staffing from a multi-site activity **Staffing forecast** scenario.

#### Multi-site Activities

A multi-site activity (virtual activity set) has one or more associated activities (existing activities). After building calculated and required staffing for a multi-site activity, you can then use this wizard to split the result between associated activities.

#### Tip

The **Staffing Split Wizard** is available only within a **Forecast Scenario**. You must add a multi-site activity to the forecast scenario for them to be available for splitting in **Staffing Split Wizard**.

To use the Staffing Split Wizard:

- 1. In a currently-open forecast scenario, select a multi-site activity with already-built staffing values.
- 2. Click the Split button on the Forecast Scenario Staffing View toolbar.

  The first of the Staffing Split Wizard's three screens, Select Multi-site Activities, opens.
- 3. Select the check boxes next to the multi-site activities that have staffing values you want to be split between associated activities.
  - You can select several multi-site activities within the same business unit.
- 4. Select **Use AHT Forecast** if you want WFM Web to consider average handling time forecasts when performing the split and then, click **Next**.
  - The wizard's second screen, Select Activities within Multi-site Activity, opens.
- 5. At the bottom of the pane, enable (enter a check mark) in the **Split Required Also** check box, if you want required staffing to also be split.
- 6. Select the local (target) activities into which you want to split the multi-site activities and then, click **Next**.

The wizard's third screen, Specify budgeting data, opens. The top half of the screen displays a table with a row for each site in the forecast. Each site row contains these columns

- Site
- Activity
- **Hours** (corresponds to the **Paid Hrs/Day** text box below the table)
- Wage (corresponds to the Hourly Wage text box below the table)
- 7. To change an individual value, click a number inside an Hours or Wage cell of the table, and type a

new value.

- 8. To change all values in a column of the table at once, click inside the corresponding text box below the table, and then click **Set All**.
  - You can change one, some, or all fields. See the Staffing Build Wizard topic for definitions.
- 9. Click Finish. WFM Web displays a Progress dialog while it splits the activities.
- 10. Optionally, click **Cancel** in this dialog if you want to cancel the split. **After splitting the activities, WFM Web returns to the Staffing View.**