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Genesys Engage cloud Agent's Guide

Bidding

5/8/2025

Bidding

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Agents](#).

Use the schedule bidding window to bid on schedules. You can access a bidding scenario only during the Schedule Bidding Period (the time period between the Start Date/Time and End Date/Time for bidding).

To access a bidding scenario:

1. At any window, click the **Bidding** link on the menu bar.

Tip

If you do not see Bidding in the menu bar, bidding might not be configured for your call center.

2. At the [Bidding Scenarios View](#), select a bidding scenario.

Tip

If no bidding scenarios are listed, there are no scenarios currently open for bidding.

3. At the [Bidding Assignment Pane](#), perform any of these tasks:
 - [Sort](#) or [Filter](#) the view of available shifts.
 - [Rank the schedules](#) and bid on them by numbering them 1, 2, 3 and so on. You can view and revise your bids up until the End Date/Time in separate [Desired](#) or [Unwanted](#) lists