

GENESYS

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Genesys Engage cloud Workforce Management 8.5.1 Guide

ARS: Select Activities to Add

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Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to Workforce Management in Genesys Engage cloud.

In the Add/Remove Scenario Elements (ARS) Wizard Select Activities to Add screen:

1. Select one or more activities from the **Activities** tree, which includes business units, sites, and activities.

Tip

The tree displays only those sites that the scenario included when it was created, and by default, activities included in the selected scenario are selected in the tree, and you cannot clear their check boxes.

- 2. Select or clear (default) the **Additionally Filter Agents By Contracts** check box. If you select it, the Filter by Contracts screen is next.
- 3. Click **Next** to proceed to the next screen.