

GENESYS

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Genesys Engage cloud Workforce Management 8.5.1 Guide

Master Schedule State Group Totals: Options Dialog Box

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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.

Use the **Options** dialog box to specify the columns that the **Master Schedule State Group Totals** view display.

- 1. Click **Options** on the **Master Schedule State Group Totals** view's **Actions** toolbar. The **Options** dialog box opens. The **Columns** tab is selected by default.
- 2. Select the check boxes for the items that you want to be displayed.
- 3. Clear the check boxes for the items that you want to be excluded from the display.
- 4. Click the **Options** tab to display and modify the current **Coverage** and **Forecast Graph** color choices.
- 5. Click on any of these color setting bars to open a color tool for that setting:
 - Coverage Scheduled
 - Forecast Staffing Calculated
 - Forecast Staffing Required

This tool is described in the **Configuration** module topic.

6. Click **OK** to apply your choices.