Genesys Engage cloud Workforce Management 8.5.1 Guide

NOW: Properties Page

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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.

The **New Overlay Wizard** (NOW) opens and displays these pages, in order: **Properties** (this page), **Usage**, **Impact**, and **Impacted Activities**.

1. Select the appropriate settings on this page, remembering that some selections may deselect others.
2. Click **Next**.

The settings on this page are:

Name *field*	You can edit the selected **Overlay's** name in this field.
This Overlay shall: *radio buttons*	• **Impact Forecast Values and Totals**—Specify that this overlay can impact the forecast by changing forecast's values and totals. This option is the default. • **Redistribute Forecast Without Changing Total**—Specify that this overlay must preserve a forecast's total for specific period even while changing the distribution of values inside that period.
Spread Over: *field*	Displays the length of time that the selected **Overlay** will occupy. Edit this field and select one of the two radio buttons **Days** or **Hours** to choose the units. The value must be greater than 0 (zero) and the default is 1.
This Overlay is Applicable To: *radio buttons*	Select one of the two radio buttons **IV** or **AHT** to choose whether the overlay applies to **Interaction Volume** (IV) or **Average Handling Time** (AHT).