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Genesys Engage cloud Workforce Management 8.5.1 Guide

Resolving and Publishing A Bidding Scenario

12/22/2025

Resolving and Publishing A Bidding Scenario

Important

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The **Schedule Bidding** period has ended. Eligible agents have bid on their preferred schedules. And if each agent requested a different schedule, then the Supervisor could grant everyone's wish. But of course there are conflicts. The Supervisor must resolve identical bids and create a schedule with a real agent assigned to every schedule, while heeding such factors as agent seniority and rank.

Supervisors should follow these steps to resolve the bidding and publish a schedule with real agents:

1. Select the **Schedule** module, open the bidding scenario that needs resolution, and select the **Bidding/Profiles** view.
If necessary, you can **end bidding early** for a still-open schedule.
2. Examine the agents' bids, and make manual adjustments or assignments as necessary.
3. Run the **Auto-Assign Schedules Wizard**, to assign real agents to the "profile" schedules automatically.
4. **Publish** the now-finished bidding schedule to the **Master Schedule**.

The **Publish to Master Schedule** page of the **Publishing Wizard** includes the **Insert granted exception, time off, and day off Calendar items** check box, which you can use to overlay these items in the schedule.

Important

Unassigned profile schedules are not published to the **Master Schedule**; only real agents' schedules.

After the bidding scenario is published to the **Master Schedule**, agents can view it when they log in.