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Genesys Engage cloud Workforce Management 8.5.1 Guide

SBW: Provide Target Options

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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 **Provide Target Options** screen in the **Staffing Build Wizard** (SBW) to specify the options described below.

Indirectly Occupied Time

At a minimum, enter a value for **Indirectly Occupied Time** (IOT). IOT is a parameter that helps define the queuing model that WFM uses when building a staffing forecast. Here is why:

There is a certain pool of agents that WFM considers in its queuing model when determining how calls would be distributed from the queue to agents. IOT affects the availability of agents to handle calls. For example, if IOT is defined as 10%, that means that 10% of the time, an agent will not be in the agent pool (because the agent is off the phone).

To use template data, select the **Use Template Data** check box and click the **Load Templates** button to load the specific templates that you want to be used.

Use Service-Level Objectives

Select this check box to enable the [Specify Service Level Objectives](#) screen, later in the wizard.

Compare Results with Previous

If you want to compare the results obtained from the **Staffing Build Wizard** with the previous staffing scenario results, select the **Compare results with previous** check box.

If you do so, after you have completed the wizard, the [Staffing Build Results](#) window opens, showing a comparison of the new and previous results.

If the selected activity has the type deferred, then the **Initial Queue** field is displayed and inside it

you must enter an integer value that is 0 or greater. You can leave this value empty, to indicate that the build process will assume that the value is 0.

Tip

- WFM posts a default value in this field, based on existing information and calculations.
- The **Initial Queue** field is hidden if the selected activity has the type deferred.

Click **Next** to open the wizard's next screen.