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Genesys Engage cloud Workforce Management 8.5.1 Guide

SBW: Staffing Requirements

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SBW: Staffing Requirements

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 **Staffing Requirements** screen in the **Staffing Build Wizard** (SBW) to define how staffing requirements are built. You will use this screen for **Immediate** activities if you do not define any service objective, or for **Fixed-Staff** activities.

1. Do one of the following:
 - Select **Number of Agents Each Time Step** and enter the appropriate number in the text box to the right.
 - Select **Average Activity Handling Time** and enter the appropriate value (in seconds) in the text box to the right.
 - Select **Use Staffing Template** and click **Load Template** to [load an existing template](#).
2. Click **Finish**.
WFM Web calculates the staffing volumes and displays them in the **Staffing view**. An error message appears if WFM Web cannot complete the calculation.