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Genesys Engage cloud Workforce Management 8.5.1 Guide

Schedule Build Wizard

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Schedule Build Wizard

Important

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Use the Schedule Build Wizard to build a schedule for a selected site, based on a **selected forecast scenario**. The build process includes all activities and agents defined for this site in the scenario.

Using the Schedule Build Wizard

To use the wizard:

1. Select an existing schedule scenario or use the [New Schedule Scenario Wizard](#) to create a new scenario.
2. Open one of the following Schedule Scenario views:
 - [Scenario Intra-Day view](#)
 - [Scenario Agent-Extended view](#)
 - [Scenario Coverage view](#)
 - [Scenario Weekly view](#)
 - [Scenario Profiles/Bidding view](#)
 - [Scenario Summary view](#)
 - [State Group Totals view](#)
3. Click the **Build Schedule** button () in the **Actions** toolbar, or select **Build Schedule** from the **Actions** menu.
The **Select Sites** screen opens.
4. Select the site(s) and build options that you want, and then click **Next**.
The **Schedule Build Parameters** screen opens.
5. Select the specific parameters to apply for Team Synchronicity, Shared Transport Constraints, Preference Fulfillment Options, Optimizing Profiles, and Assigning Profiles to Teams.
6. Click **Finish**.
The **Building Schedule...** dialog appears, showing the progress of schedule building.