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Genesys Engage cloud Workforce Management 8.5.1 Guide

Shift Sequences

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Shift Sequences

Important

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Shift items are breaks and meals. Use the Shift Items controls to create, edit, and delete breaks and meals and to arrange them into patterns called *shift items sequences*.

To open the **Shift Sequences** pane, select a shift in the **Shifts** pane and in the right-side pane, select **Shift Sequences**. The **Shift Sequences** pane has three sections: **Distance Between Shift Items, Meals and Breaks Associated with Shifts**, and **Shift Sequences**, which are described in the following topics:

- [Configuring Shift Items](#)
- [Using Shift Sequences](#)
- [Adding and Editing Shift Sequences](#)
- [Configuring Shift Sequences](#)

Configuring Shift Items

1. To configure **Minimum Distance Between Shift Items**, uncheck the **Unlimited** check box and enter the time, in minutes, that must elapse between one shift item and the next. This parameter sets the minimum required distance between meals and breaks.
2. To configure **Maximum Distance Between Shift Items**, uncheck the **Unlimited** check box and enter the time, in minutes, that represents the maximum that can elapse between one shift item and the next. This parameter sets the maximum allowed distance between meals and breaks, between shift start and first shift item, and between last shift item and shift end. The initial display is 0:00; but the control is actually disabled until you clear the **Unlimited** check box. Range: 00:00–36:00

Important

In the settings above, using a value of 0:00 means: Do not use this constraint.

3. To create a new meal, click **Add Meal association with shift** ().
4. To change settings for a meal, select it and then click **Edit**.
See [Adding and Editing Meals](#) for information about configuring meals.
5. To create a new break, click **Add Break associate with shift** (). To change settings for a break, select it and then click **Edit**. See [Adding and Editing Breaks](#) for information about configuring breaks.

Important

When you edit, delete, or change the order of meals or breaks in a shift item sequence, that sequence is deleted.

6. Click **Move Up** () or **Move Down** () to arrange the breaks in the order in which you want them to occur if more than one is included in a shift sequence.
The order of meals is fixed. You can only modify the order by changing the position of breaks around them, using **Move Up** and **Move Down**. To change the order in which meals occur, you must return to the **Meals** pane and make changes there.

Warning

Changing the order of meals on the **Meals** pane automatically deletes all shift sequences that include those meals.

7. Create a **Shift Sequence** if you want to create a pattern of breaks and meals to apply to a shift. See [Using Shift Sequences](#) for information on configuring new sequences or editing existing ones.
8. When you have finished configuring the shift items, click **Save** to save the settings or **Cancel** to discard them.

Using Shift Sequences

A shift sequence enables you to arrange meals and breaks so that they occur in a specific order during the shift.

When you create multiple shift sequences for the same shift, **Scheduler** first sets the shift and then checks for compatible shift item sequences for that shift. **Scheduler** checks shift work duration and meal constraints to select the optimal shift item sequence.

Important

When you edit, delete, or change the order of meals or breaks in a shift sequence, that sequence is deleted.

Shift sequences appear in the list pane at the bottom of the **Shift Sequences** pane. This list shows these shift sequence properties:

- **Allowed** check box:
 - If checked, this shift item sequence is enabled and can be used in schedules.
 - If cleared, this shift item sequence is disabled and cannot be used in schedules.
- **Min Paid Hours**—The shortest period of time that can be scheduled for this shift item sequence.
- **Shift Items Names**—The names of the shift items that are included in the sequence and listed in the correct order.

Adding and Editing Shift Sequences

- To create a new shift sequence, click **New** in the **Shift Sequences** section.
- To edit a shift sequence, select it in list of shift sequences.
The **Shift Sequences Properties** pane opens, enabling you to make changes to the meals and breaks **Shift Items** list.

Configuring Shift Sequences

To configure the shift sequence:

1. After you have associated meals and breaks with a shift and saved the settings, click **New** in the **Shift Sequences** section.
The **Shift Properties** pane opens.
2. Select the **Allowed** check box to activate this shift item sequence.
If you do not want to use the shift item sequence in schedules for a certain period of time, you can clear this check box rather than deleting the shift item sequence. This keeps the sequence available for when you want to use it again.
3. Enter a value in the **Minimum Paid Hours** field.
4. Click **Add Break**.
The **Breaks To Be Added To The Shift Sequence** pane opens.
5. In this pane, do one of the following:
 - Select a break in the list and click **Apply**.
 - Select a break in the list and click **Copy**. You can copy the break to the same site, by checking the

Copy to the **Same Site** check box, or copy it to another business unit and site within the enterprise.

- Enter search criteria in the **Search** field (for example, the name of the break) to quickly find the break you want to apply or copy.

6. Click **Move Up** and **Move Down** to change the placement of a selected item.

Important

You cannot use **Move Up** and **Move Down** to change the order of the meals. If moving the selected item up or down would change the meal order, then clicking the button has no effect. To change the meal order, return to the **Shift Sequence Properties** pane and make the change there. If you do so, your all shift item sequences are deleted and you must recreate them.

7. When you have finished, click **OK**. To discard all changes, click **Cancel**.
The new or edited shift sequence appears on the **Shift Sequence** pane. This list is always sorted by the value in the **Minimum Paid Hours** column.