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Genesys Engage cloud Workforce Management 8.5.1 Guide

Shifts

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Shifts

Important

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A *shift* defines basic workday parameters. Shifts are defined by time of day, duration, and days of the week. **Create**, **copy**, **edit**, and **delete** shifts by clicking **Policies > Shifts** and selecting the appropriate business unit and site on the **Objects** pane.

Creating New Shifts

You can create an entirely new shift or create a new one by copying an existing shift.

To create a new shift:

1. Go to **Policies > Shifts**.
2. In the **Objects** pane, select the **Business Unit** and then, the **Site**, in which you want to create the shift.
3. Click **New** .
4. The new shift appears on the **Shifts** pane. with the default name.
By default, the **Name** field is populated with a unique name, when you select **New**. The name includes a number to ensure that each newly created **Shift** has a unique name in the Configuration database. You can change this name, but it must remain unique to prevent duplicate name errors from occurring.

Copying Shifts

To copy an existing shift:

1. Select a shift.

2. Click **Copy**  .
The **Copy Shift <shift_name>** pane opens.
3. In the Name field, enter a name for the shift.
The **Copy to the same Site** check box is checked, by default.
4. If you choose to uncheck the **Copy to the same Site** check box, select the **BU** and then, the **Site**, in which you want to create the shift (see the figure below).



Figure: Copy Shift

5. Click **Save Now**  .
The new shift appears on the **Shifts** pane under the selected **Site**.

Use the following panes to configure the new shift:

- [Shift Properties](#)
- [Shift Contracts](#)
- [Task Sequences](#)
- [Shift Sequences](#)

Shift Number Limitation During Building

The maximum number of shifts that can be configured when building schedules is 100 shifts.

Count all the agents configured for your schedule scenario, all their different contracts, and all the different shifts associated with those contracts. The total number of shifts cannot exceed 100. If it does, your build will fail, and WFM will display Error 43: Too many shifts: the maximum number is 100, but more than 100 were requested.

Important

Although you can configure more than 100 shifts in your WFM environment, you

cannot associate more than 100 shifts with a single schedule.

Use Rotating Patterns to Solve a "Too Many Shifts" Problem

A contact center might configure a very large number of shifts, because the managers believe that multiple shifts are the only way to create *fixed* schedules. However, rotating patterns can accommodate many different types of schedules, including both fixed and flexible schedules, using very few shifts. For example, you could create weekly rotating patterns to configure a fixed schedule that uses just one shift. For more information see **Rotating Patterns**.

Editing Shifts

To edit a shift:

1. On the **Shifts** pane, select the shift you want to edit.
2. Make the necessary changes in each pane.
3. Click **Save Now**  .

Deleting Shifts

To delete a shift:

1. On the **Shifts** pane, select the shift you want to delete.
2. Click **Delete**  .

Important

You cannot delete a shift that appears in a schedule scenario or in the master schedule.