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Genesys Engage cloud Workforce Management 8.5.1 Guide

Staffing Build Wizard

12/21/2025

Staffing Build Wizard

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 Build Wizard** (SBW) to build staffing data for a selected single-site **activity**, based on parameters that you provide.

Important

Before using this wizard to build a staffing forecast, take these required actions:

- [Build interaction volumes and AHT for activities](#).
- If necessary, [create templates](#).

To build staffing data:

1. On the [Scenario Staffing View](#) toolbar, click the **Build** button.
The Staffing Build Wizard's first screen, [Provide Target Date](#), opens.
 - Fill in the [Provide Target Date](#) screen and then click **Next**.
 - Fill in the [Provide Target Options](#) screen and then click **Next**.
The screen that appears next depends on what kind of activity you are staffing.
 - For an **Immediate** activity (work activities that are handled by agents immediately, such as voice calls), the [Specify Service Level Objectives](#) screen opens if you selected the Use Service Level Objectives check box. If you did not select Use Service Level Objectives, the [Staffing Requirements](#) screen opens.
 - For a **Deferred** activity (backlog activities, such as e-mail, that use special forecasting calculations), the [Multimedia Service Level Objectives](#) screen opens.
 - For a **Fixed-Staff** activity (non-CTI activities that do not use Workforce Management service objectives), the [Staffing Requirements](#) screen opens.
- Fill in each screen that opens, and then click **Finish**.
The wizard closes. If you selected **Compare results with previous** on the second wizard screen, the **Scenario Build Results** window opens. If not, the **Scenario Staffing View** opens.

Forecast Staffing Build Wizard Screens

The **Staffing Build Wizard** screens are described in the following topics.

- [Provide Target Date](#)
- [Provide Target Options](#)
- [Specify Service Level Objectives](#)
- [Specify Multimedia Service Level Objectives](#)
- [Staffing Requirements](#)