



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Agent's Guide

Bidding Assignment Desired View

Bidding Assignment Desired View

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Agents](#).

You reached this window by clicking the **Desired** tab in the [Bidding Assignment Pane](#).

Use the Desired View to reorder your bids for schedules that you want.

Ranking Your Bids

Your bids are already ranked when you reach this window; that happened when you clicked Add to Desired in the Bidding Assignment Window. Your most desired bid is numbered 1.

To change a single bid:

1. Select the number in the Bid column box, and enter a different number.

Important

If you change the rank of one of your bids and click **Apply**, the rest of your bids will be renumbered accordingly.

2. Click **Apply** to implement your change, or **Cancel** to abandon it.

Repeat as necessary to achieve the bid order that you want.

Removing Schedules from the Desired View

To remove one or more shifts from the Desired View:

1. Select the check box in the far right column of every schedule that you wish to affect.
2. Click **Remove** to remove the selected schedule(s) from the Desired View and set the bid ranking to 0.
or
Click **Unwanted** to move the selected schedule(s) to the Unwanted View.