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Genesys Engage cloud Workforce Management 8.5.1 Guide

ARS: Add Agents

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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](#).

In the Add/Remove Scenario Elements (ARS) Wizard **Add Agents** screen:

1. Select one or more agents from the tree, which includes business units, sites, and agents.

Tip

The tree shows only those sites that the scenario included when it was created, and by default, all agents matching the activities that were selected on the **Select Activities** screen are selected.

2. Click **Next** to proceed to the next screen.