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Genesys Engage cloud Workforce Management 8.5.1 Guide

Adding and Editing Task Sequences







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Adding and Editing Task Sequences








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 **Task Sequences** pane controls to **create** and **edit** task sequences.

 Search <i>field</i>	Enter the search criteria. For example, the name of the task sequence.
 Apply	Click to apply an this task sequence to a shift.
 New	Click to create a new task sequence
 Delete	Click to delete an existing task sequence.
 Close	Click to close the Task Sequences pane.
 Help	Click to view a Help topic about the Task Sequences pane.

Use the following controls in the **Task Sequence Items** pane:

 Save Changes	Click to save changes you have made in this pane.
 Add Activity Set	Click to add an Activity Set to the task sequence.
 Add Work Item	Click to add a Work item to the task sequence
 Delete Row	Click to delete an existing row.
 Move Up	Click to move a selected row up one row.
 Move Down	Click to move a selected row down one row.
 Close	Click to close the Task Sequence Items pane.



Help






Click to view a Help topic about the **Task Sequence Items** pane.

What is a Work Item?



A Work item is work that can be done in between tasks in Task Sequence or in between the task and the start/end of the shift. Add work items to task sequences only if tasks are *not* anchored to one another. Use the following guidelines:

- If a Work item is added before the task, it means the task is not anchored to the start of the shift or the previous task.
- If a Work item is added after the task, it means the task is not anchored to the end of the shift or the following task.
- If a Work item is not added before the task, it means the task is anchored to the start of the shift or the previous task.
- If a Work item is not added after the task, it means the task is anchored to the end of the shift or the following task.

Adding a Task Sequence

1. In the **Task Sequence Usage** pane, click **Add Task Sequence Association With Shift**.
2. In the **Task Sequence** pane, do one of the following:
 - Select an existing task sequence and then proceed to step 7.
 - Click **New Task Sequence**.
The Create New Task Sequence pane opens.
3. In the **Task Sequence Name** field, enter a name to replace the default name.
The name must be unique within the site.
4. Click **Add Activity Set**  or **Add Work Item**  to create a new row in the task sequence list.
5. Configure the settings as described in [Task Sequence Settings](#). You can add as many rows as you need.
6. When task sequence configuration is complete, click **Save Changes**  and select it in the list.
7. To assign the selected task sequence to the shift, click **Apply** .
8. Click **Save Now** .


Editing a Task Sequence

1. In the **Task Sequence Usage** pane, click on the task sequence that is displayed in the **Task Sequence** table.
The Edit Task Sequence pane opens.
2. Make your changes. If you need to add more rows to your task sequence list, click **Add Activity Set**  or **Add Work Item** .
3. When you have finished, click **Apply**.

Important

The duration of the task sequence must be greater than, or equal to, the duration of the selected activity set.

Deleting Task Sequences

1. In the **Task Sequences** pane, select a task sequence in the list.
2. Click **Delete** .

Task Sequences Settings

- **Activity Set**—You can use any activity set that is configured for the current site. You can use the same activity set in any number of task sequences. For more information about activity sets, see [Creating and Deleting Activity Sets](#).
- **Min Duration**—The minimum duration, in hh:mm format, for this task sequence.
- **Max Duration**—The maximum duration, in hh:mm format, for this task sequence.

Important

The minimum duration of an activity set that is configured as part of a task sequence must be less than or equal to the maximum possible duration of the shift for which that task sequence has been configured.