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Genesys Engage cloud Workforce Management 8.5.1 Guide

Add Overhead Wizard

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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](#).

The **Add Overhead Wizard** contains the following pages:

Select Activity Page

This page appears only if the selected target in the **Overheads** view is a multi-site activity.

1. Select an activity (in the list, each is followed by its site name in parentheses).
2. Click **Next**.

Select Schedule State Group Page

Use this page to select a **Schedule State Group** (SSG) from the drop-down list of SSGs that...

- ...belong to the same site as the local activity that was selected in the **Object** tree or in the **Overheads** view if a multi-site activity was selected.
- ...are configured as overhead-related.

Set Initial Value Page

Use this page to specify initial overhead values. Select one of the following radio buttons:

- **Initial value**—Select, then use the edit control to specify a value for each time step (must be 0 or more, and less than 100%).
- **Use template**—Select, then click the **Load Templates** button to use a dialog to select the overhead template to be applied.