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Genesys Engage cloud Workforce Management 8.5.1 Guide

Agent Contracts and Rotating Patterns





Agent Contracts and Rotating Patterns

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](#).

To view, add or delete the selected agent's assigned contracts or rotating patterns, select **Contracts & Rotating Patterns** at the top of the pane.

Use the controls in the top-right corner of this pane to complete the following tasks:

 Add Contract or Rotating Pattern	Click to add a contract or rotating pattern for the selected agent.
 Delete Contract or Rotating Pattern	Click to delete a contract or rotating pattern for the selected agent.
 Save Now	Click to save any changes.
 Help	Click to view a Help topic about the Properties pane.

This view is divided into two sections: [Contracts](#) and [Rotating Patterns](#).

To configure contracts, see the [Contracts](#) topic in this Help file. To configure rotating patterns, see the [Rotating Patterns](#) topic.


Review Validation Messages

If you make changes that do not pass validation, the **Review Validation Messages** pane is displayed, which includes a list of error and warning messages. For more information about these messages, see [Review Validation Messages](#).

Contracts Section


The **Contracts and Rotating Patterns** pane displays a list of contracts and rotating patterns that are assigned to an agent, containing detailed information in two sections. The details for the assigned contracts are displayed in the following columns:

Name	The name of contract that is assigned to the selected agent (a sortable column).
Effective Date	<p>A start date on which the assigned contract becomes effective for the agent. The agent can have multiple contracts assigned to him/her with different effective dates. All contracts that are assigned to an agent must have different effective dates. Therefore, on any specified day, the agent has only one effective contract. The effective date of assignment for the contract has daily granularity.</p> <ul style="list-style-type: none"> You can also assign contracts with an effective date to agents in the Agents pane. You cannot specify a time of day that the effective date for contracts will begin.

In the **Contracts** pane, click **Add**  to open another pane, in which you can add an effective date for the contract. Then, select the contract to assign from a list of available contracts, configured under the site in the **Contracts** pane.


Adding Contracts

To add a contract to the selected agent:

1. Double-click the **Effective Date** field to change the date or keep the current date (default).
2. In the **Contracts to be Assigned to Agents** list, click a **Contract** to assign or highlight it.
3. Click the arrow  to assign the contract. The contract displays in the **Contracts** pane.
4. Click **X** to close the assignment pane.

Deleting Contracts


To delete a contract:

1. Click once to select a **Contract**.
2. Click **Delete**  to delete the contract.
3. When the Confirmation dialog opens, click **Yes** to proceed or click **No** to cancel the deletion. If you select **Yes**, you cannot undo the deletion of the contract.

Rotating Patterns Section



The detailed for the assigned rotating patterns are displayed in the following columns:


Name	The name of rotating pattern that is assigned to the selected agent (a sortable column).
Effective Date	<p>A start date on which the assigned rotating pattern becomes effective for the agent. Agents can have multiple rotating patterns assigned to them with different effective dates. All rotating patterns that are assigned to an agent must have different effective dates. Therefore, on any specified day, the agent has only one effective rotating pattern. The effective date of assignment for the rotating patterns has daily granularity.</p> <ul style="list-style-type: none">You cannot specify a time of day that the effective date for rotating patterns will begin.
Starting Week	Specifies the weekly pattern that is configured in the rotating pattern that on the effective date the agent starts to work. (For example, Week 1, Week 2, Week 3.)

In the **Rotating Patterns** section, click **Add**  to open another pane, in which you can add an effective date for the rotating pattern. Then, select a starting week, the rotating pattern to assign from a list of available rotating patterns, which are configured under the site in the **Rotating Patterns** pane.

Adding Rotating Patterns


To add and rotating pattern to the selected agent:

1. Double-click the **Effective Date** field to change the date or keep the current date (default).
2. In the **Starting Week** drop-down list, select the week that you want the rotating pattern assignment to begin.
For example, Week 1, Week 2, Week 3, etc.
3. To distribute the rotating pattern across an increased number of weeks, at the top of the pane, click the **Calendar** .
The Distribution pane displays, containing a list of rotation weeks.
4. To increase the number of rotation weeks, click **More** .
The number of rotation weeks in the list increases exponentially.
5. Click **X** to close the **Distribution** pane.
6. In the **Rotating Patterns to be Assigned to Agents** list, click a rotating pattern to assign by highlighting it.

7. Click the arrow  to assign the rotating pattern.
The rotating pattern displays in the **Rotating Patterns** pane.
8. Click **X** to close the assignment pane.

Deleting Rotating Patterns

To delete a rotating pattern:

1. Click once to select a rotating pattern.
2. To delete the rotating pattern, click **Delete** . A asking if you want to proceed.
3. When the Confirmation dialog opens, click **Yes** to proceed or **No** to cancel the deletion.
If you select **Yes**, you cannot undo the deletion of the rotating pattern.