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# Genesys Engage cloud Workforce Management 8.5.1 Guide

Activities

# Activities

## 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](#).

*Activities* are work items that are tracked and managed using Workforce Management. For example, answering inbound calls, responding to e-mail, completing after-call work, performing scheduled callbacks, and participating in chat sessions.

## Important

Some settings might not apply to your contact center.

You must configure activities separately for each site. When you select a site on the **Object** pane, the activities configured for that location appear in the **Activities** pane.

In the **Activities** pane, click an activity to view its properties and edit them.

- For instructions about how to view or create new activities and configure staffing properties and open hours, see [Creating and Deleting Activities](#).
- To define regular activities, see [Configuring Skills for Activities](#) and [Associating Agents With Activities](#).
- To view, add, edit, or delete activity sets, or configure new or existing activity sets, see [Creating Activity Sets](#) and [Adding Activities to Activity Sets](#).
- To view, add, edit, or delete activity groups, or configure new or existing activity groups, see [Grouping Multiple Activities](#).
- To configure activity policies to establish rules and guidelines that determine how, when, and in which activities the agent can engage, see [Activity Properties](#).
- To associate statistics with activities for use in monitoring interaction and service levels, see [Statistics Configuration for Activities](#).