Genesys Engage cloud Workforce Management 8.5.1 Guide

Insert Activity Set Dialog Box

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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.

Use the **Insert Activity Set** dialog box to insert an activity set into an agent's schedule:

1. In the **Intra-Day** or **Agent-Extended** view, right-click an agent's dark-blue shift bar (you can change the color with the Colors Tool).

2. Click at or near the timestep where you want the activity set to begin.
    From shortcut menu that appears, select **Insert > Activity Set**.

    The **Insert Activity Set** dialog box opens.

3. Select an activity set, or one or more of its associated activities.
    In the **Choose Item to Insert** tree, you can expand activity sets to display their activities. You can select a whole activity set, or one or more activities within any one activity set.

4. Adjust the **Activity Set** or selected activity **Start time** and **End times**, as necessary.
    You can select **Next Day** for **Start time** or **End time** if either of them is on the next day.

    > **Important**
    > Your settings must match the activity set's configured time constraints.

5. Click **OK** to insert the selected activity set and close the dialog box.
    The view reappears.

    Activity Sets appear as yellow bars (you can change the color with the Colors Tool).