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Genesys Engage cloud Workforce Management 8.5.1 Guide

Insert Shift 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](#).

Use the **Insert Shift Wizard** to insert a shift into an agent's schedule:

1. In the **Intra-Day** or **Agent-Extended** grid, **right-click** an agent's row.
 2. Click any timestep for any agent who does not have a scheduled shift.
 3. From the shortcut menu that appears, select **Insert Shift**.
The first of the **Insert Shift Wizard's** two screens, **Select Shift** opens.
 4. In the **Select Shift** list, click a shift row to select it.
The list shows the name and hours of each shift that was configured in the WFM Web. If necessary, a vertical scroll bar appears to the right.
 5. Adjust the shift's **Start time** and **End time**, as necessary.
 - Select **Next Day** if the **End time** is on the day after the **Start time**. Your settings must match the shift type's configured time constraints.
 - Select **Automatically Insert Meals and Breaks** to have meals and breaks automatically inserted along with the shift and optimized, based on schedule coverage, according to the constraints configured for this **Shift** in Web. If this option is unchecked, then the **Shift** will be inserted with no meals and breaks, and those can be inserted manually.
 - Select the check box **Show activities matching secondary skills** to specify that activities which match the secondary skill of this agent.
- Click **Next**.
 - On the **Select Activity Set** screen, you can select:
 - one or more work activities
 - an activity set
 - one or more activities associated with an activity set.
 - If you are inserting a shift for an agent that can work on multiple activities, you can select multiple activities.

Important

The shift hours that you selected on the previous screen must be consistent with the activity set's configured time constraints. (Click **Back** if you need to change the shift's start or end times.)

- Click **Finish** to insert the selected work activities or activity sets and close the wizard.

Important

No warnings are displayed if the shift contains incorrectly configured shift items that cannot be inserted.

The view reappears. The new shift appears as a dark-blue bar (you can change the color with the [Colors Tool](#)).