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# Genesys Engage cloud Workforce Management 8.5.1 Guide

Insert Work Set Wizard

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# Insert Work Set Wizard

## 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 Work Set Wizard** to insert a work set into an agent's schedule.

1. In the **Intra-Day** or **Agent-Extended** grid, **right-click** an agent's row.

2. From the shortcut menu that appears, select **Insert Work Set**.  
The **Insert Work Set Wizard's** screen **Specify Work Set Parameters** opens.

- a. Adjust the **Start time** and **End time**, as necessary.

Select **Next Day** (next to the **Start Time** text box and next to the **End Time** text box) if the work set starts and ends on the day after the agent's shifts begin.

— OR —

Select **Next Day** (next to the **End Time** text box only) if the work set begins on the same day as the agent's shifts begin, but ends on the day after.

- b. Select one of the following two radio buttons:

- **Select new activities for work set** (default) enables the wizard to display the **Select activities for work set** screen.
- **Use existing shift activities** disables that screen.
- Select the check box **Mark as overtime with marked time** (default) to enable the wizard to display the **Select Marked Time for Overtime** screen. Clear this check box to disable that screen.
- Click **Next**.  
The **Select activities for work set** screen opens, if you enabled it previously.
- Select from the list of activities (ones that the agent could work, based on his/her primary and secondary skills):
  - one or more work activities
  - an activity set
  - one or more activities that are associated with an activity set; If you are inserting a work set for an agent who can work on multiple activities, you can select multiple activities.

### Important

The work set 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 work set's start or end time.)

- Click **Next** (or **Finish**, if this is the final screen).  
The **Select marked time for overtime** screen opens, if you enabled it previously.
- Select an item from this list.  
The list displays only items that have **Used To Mark Overtime** enabled and thus may be empty.
- Click **Finish** to insert the selected work sets and close the wizard.