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Genesys Engage cloud Workforce Management 8.5.1 Guide

NOW: Impact Page

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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](#).

The **New Overlay Wizard** (NOW) opens and displays these pages, in order: **Properties**, **Usage**, **Impact** (this page), and **Impacted Activities**.

Tip

This page appears only if you selected the radio button **Calculate Using The Specified Initial and Ending Impact** on the **Usage** page.

1. Select the appropriate settings on this page, remembering that some selections may deselect others.
2. Click **Next**.

The settings on this page are:

Impact parameters of overlay *fields*

- **Initial Impact *field***—Use this field to specify the initial impact of the overlay. Range: 0 (the default) and positive numbers.
- **Ending Impact *field***—Use this field to specify the ending impact of the overlay. Range: 0 (the default) and positive numbers.

These fields are enabled only if the option **Calculate Using Specified Initial and Ending Impact** is selected.