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Genesys Engage cloud Workforce Management 8.5.1 Guide

NSSW: Select Activities

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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](#).

To fill in the **Select Activities** screen of the **New Schedule Scenario Wizard** (NSSW):

1. Select all activities that you want to include in this schedule.
2. In the **Activities** list, you can expand business units to display their sites and expand sites to display their activities.

Tip

You can select any number of activities or add activities later, but you can add them only for the sites that you select now, on this screen.

3. Optional: Select the **Additionally Filter Agents By Contracts** check box to enable the [Filter By Contracts](#) page, which appears next when enabled.
4. Click **Next** to proceed to the next screen.

Week Start Day Validation

WFM applies the following validation rules:

- If you select activities from two BUs with different week start days, the following warning appears:
It is not possible to create schedule scenario for selected business units because they have different week start days. You must select BUs with the same week start day to proceed.
- If you select BUs that have the same week start day, but select a scenario start date that is not the first week start day, the following warning appears and will not allow you to proceed:
Selected scenario start date does not match selected business unit(s) week start day, <week day name>. Please, return to previous page and select appropriate start date.

The **New Schedule Scenario Wizard** date selection controls use the locale settings and does not attempt to enforce the week start day.