



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Workforce Management 8.5.1 Guide

Required Staffing Wizard

Required Staffing 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 Required Staffing Wizard to define required staffing values in a forecast scenario's **Staffing view**.

Tip

Before selecting the template option in this dialog box, **create templates** as needed.

To set required staffing by using this wizard:

1. Open a **Forecast scenario**, and its **staffing view**.
2. Select **Required Staffing** from the **Action** menu or click the toolbar icon (). The **Required Staffing Wizard** starts.
3. Select one of the following radio buttons at the **Select Data Source** screen:
 - **Load Calculated Staffing**—Apply calculated staffing to required staffing with no changes.
 - a. Click **Finish**.
The wizard ends here, if you make this choice.
 - **Load Calculated Staffing, adjusted by**—Enter (into the adjacent field) a percentage by which to adjust calculated staffing, before applying it to required staffing. Valid values are from -99 to 999.
 - a. Click **Finish**.
The wizard ends here, if you make this choice.
 - **Load Calculated staffing, adjusted using overheads**—Use the overheads will be selected in the **Select Overheads** screen to adjust calculated staffing, before applying it to required staffing.
 - a. Click **Next** to display the **Select Overheads** screen.
 - b. Select one or more items from the list.
WFM applies the overheads that you select to calculated staffing and saved as required staffing.
 - c. Click **Finish**.
The wizard ends here, if you made this choice.

- **Use Templates**—Apply the staffing templates that will be selected in the **Select Templates** screen to required staffing.
 - a. Click **Next** to display the **Select Templates** screen.
 - b. Select one or more templates from the **Templates** list on the left side, and click the >> button to move your selections to the **Applied Templates** list on the right side.

Tip

You can modify a template's characteristics after selecting it on the left side and before moving it to the right side.

- c. Optional: Select each template on the left side and adjust its configuration using the controls below the list: **Start Date**, **End Date**, and day of the week check boxes.
- d. When you have made all necessary adjustments, click Finish.
The wizard ends here, if you made this choice.

About Required Staffing

Required—staffing data is user-defined staffing requirements for a forecast scenario.

- If you have compiled calculated-staffing values, you have the option of setting required staffing to the same values as calculated staffing.
- Forecasts can contain both calculated and required data. You can build schedules by using either set of data.
- Required staffing can be composed of a combination of template values, manually entered amounts, and calculated staffing values.