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# Genesys Engage cloud Workforce Management 8.5.1 Guide

## Control Bidding Process Wizard

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# Control Bidding Process Wizard

> **Important**
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Use this wizard to:

- Define the **Schedule Bidding** period (**Bidding Start date/time** and **Bidding End date/time**) for the current bidding scenario.
- End bidding early, or extend bidding, by changing the **Bidding End** value for a bidding scenario that is currently open.

## 1. Preparation

a. Create and configure a **Scenario** to be used for bidding.
b. Open the **Scenario** and select the **Profiles/Bidding** view for that scenario.

## 2. Running the Wizard

a. To start the wizard, click **Control Bidding Process** in the toolbar.
b. In the **Select Site** dialog, select the appropriate site and click **Next**.
c. In the **Set Bidding Options** dialog, use these controls to specify the start and end of bidding:

| | |
|---|---|
| **Bidding Start** | Specify the bidding start date and time. You can type directly into each text box, use the up or down arrow to modify the displayed date, or click the button at right to display a calendar.<br><br>Default value: bidding start date (if bidding was already initiated) or midnight tomorrow (if bidding is not yet initiated). |
| **Bidding End** | Specify the bidding end date and time. You can type directly into each text box, use the up or down arrow to modify the displayed date, or click the button at right to display a calendar.<br><br>Default value: bidding end date (if bidding was already |

| | |
|---|---|
| | initiated) or midnight tomorrow + 1 week (if bidding is not yet initiated). |

You can change the **End Date** after the bidding scenario is already open and while agents are bidding. You might have to change the date, either to extend or to shorten the bidding period, for business reasons. But be careful if you do that.

The **End Date** is visible to agents as they bid, and they will rely on its accuracy. If you decide to close bidding early (or to extend it), inform all your agents beforehand so they will not be caught by surprise.

d. Click **Finish**.