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Genesys Engage cloud Workforce Management 8.5.1 Guide

SBW: Specify Multimedia Service Level Objectives

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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](#).

Use the **Specify Multimedia Service Level Objectives** screen in the **Staffing Build Wizard** (SBW) to define service level objectives when you are building staffing volumes for a **Deferred** staffing activity, such as responding to e-mails.

Use either one of the following two procedures:

1. Fill in the percentage target for % of Deferred Work in

- a. Enter a value into each of the following fields.
 - **Hrs**
 - **Min**
 - **Sec**
- b. Select a radio button from this group:
 - **Hours (default)**—use these controls:
 - In the field below this choice, enter hours, minutes, and seconds.
 - Select one of these radio buttons: **Non-interrupted Time** (default) or **Interrupted Time**.
 - **Business days**—In the field below this choice, enter an integer greater than 0.
- c. Click **Finish**.

— OR —

2. Use the Service Level Template

- a. Select the **Use Service Level Template**.
- b. Click **Load Template** to [load an existing template](#).

- c. Click **Finish**.