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Genesys Engage cloud Workforce Management 8.5.1 Guide

Schedule Build Wizard

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Schedule Build Wizard

Important

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Use the Schedule Build Wizard to build a schedule for a selected site, based on a selected forecast scenario. The build process includes all activities and agents defined for this site in the scenario.

Using the Schedule Build Wizard

To use the wizard:

- 1. Select an existing schedule scenario or use the New Schedule Scenario Wizard to create a new scenario.
- 2. Open one of the following Schedule Scenario views:
 - Scenario Intra-Day view
 - Scenario Agent-Extended view
 - Scenario Coverage view
 - Scenario Weekly view
 - Scenario Profiles/Bidding view
 - Scenario Summary view
 - State Group Totals view
- Click the Build Schedule button (I) in the Actions toolbar, or select Build Schedule from the Actions menu. The Select Sites screen opens.
- Select the site(s) and build options that you want, and then click Next. The Schedule Build Parameters screen opens.
- 5. Select the specific parameters to apply for Team Synchronicity, Shared Transport Constraints, Preference Fulfillment Options, Optimizing Profiles, and Assigning Profiles to Teams.
- Click Finish. The Building Schedule... dialog appears, showing the progress of schedule building.