



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

Shift Contracts

Shift Contracts

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 **Shifts > Contracts** pane to assign contracts to a shift. To open this pane, click **Contracts** at the top of the **Shift Properties** pane.

Important

Assigning contracts to a shift is optional. You can save a shift without associating it with a contract.


Assigning a Contract to a Shift

To assign a contract to a shift:

1. In the **Shifts** pane, select a shift.
2. In the right-side pane, select **Contracts**.
3. Click **Assign a Contract to a Shift** .
4. In the **Use This State for Assignments** drop-down list, select the appropriate state.
5. Select one or more contracts from the list on the **Contract Associations** pane. You can assign multiple contracts to a single shift.
6. Click **Apply**  to move the selected contracts into the **Contracts** pane.
7. Click **Save Now** .


Removing a Contract from a Shift

To unassign or remove a contract from a shift:

1. In the right-side pane, select **Contracts**.
2. In the **Contracts** list, select the contract you want to remove.
3. Click **Remove Contract from Shift** .
4. When the **Confirmation** dialog appears, click **Yes**.

Changing the State of an Assigned Contract

To change the state of an assigned contract:

1. In the **Contracts** pane, use the **State** drop-down menu for the **Contract** you want to change and select **Primary** (default) or **Secondary**.
2. Click **Save Now** .

Tip

- Assigned contracts appear only in the **Contracts** pane.
- To select multiple contracts, hold down **SHIFT** or **CTRL** and click on each additional contract.
- Each assigned contract has a state: **Primary** or **Secondary**. The default state after being moved is **Primary**.