



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

Staffing Build Results View

5/12/2025

Staffing Build Results View

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](#).

If you selected the **Compare Results with Previous** check box on the first screen of the **Scenario Staffing Build Wizard**, the **Scenario Staffing Build Results** view opens after you click **Finish** to complete the wizard.

The graph shows the new calculated staffing compared to the original calculated staffing.

- Where the new calculated staffing results in an increased number of agents, the graph shows the area in red.
- Where the new calculated staffing results in a decreased number of agents, the graph shows the area in green.

Click **Save** to keep the new calculated staffing in your scenario, or **Discard** to return to the original calculated staffing values.