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Genesys Engage cloud Workforce Management 8.5.1 Guide

Shift Task Sequences

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Shift Task Sequences

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](#).

Task sequences define periods of time during which agents can work only on a specified set of tasks that are then configured as one or more **Activity Sets**. Time that is not included in a task sequence can include any work that the agent has the skills to perform and which is not part of any configured **Activity Set**. For examples and more detailed information about task sequences, see the [Configuring Task Sequences](#).

Use the **Shift > Task Sequences** pane to **create**, **edit**, or **delete** task sequences or to **assign** task sequences to the shift.

- Although you create task sequences during configuration of a particular shift, after they have been created you can assign task sequences to any compatible shift within the same site.
- To be compatible, task sequence settings must not conflict with meal settings.

Task sequences are optional. However, if any task sequences are defined for a shift, the shift must include at least one task sequence. Make one of three selections in the **Task Sequences Usage** drop-down list, as shown in the figure below.

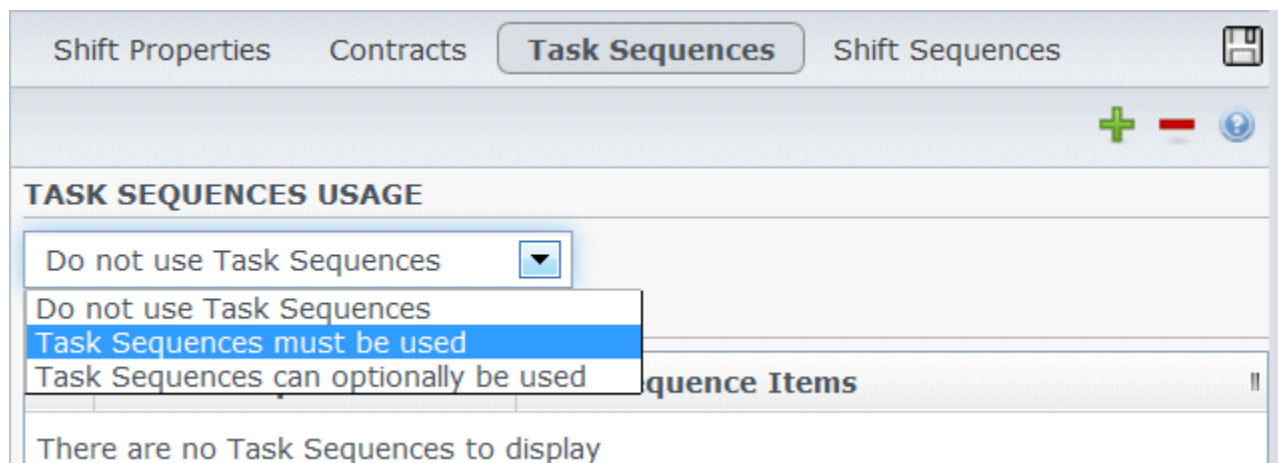


Figure: Task Sequences Usage Settings

Create a Task Sequence

To create a task sequence:

1. At the top of the **Shift Properties** pane, select **Task Sequences**.
The **Task Sequences** pane opens.
2. Select a setting from the **Task Sequences Usage** drop-down list (see figure above).
3. Click **Add**  to open the **Task Sequence Items** window. See [Adding and Editing Task Sequences](#) for information about configuring the new task sequence.

Assign Task Sequences to a Shift

After you have created and saved your task sequences, you can assign them to a shift. To assign a task sequence to the shift:

1. In the **Shifts** pane, select the shift for which you want to apply a task sequence.
2. In the **Task Sequences Usage** drop-down list, choose either **Task Sequences** must be used or **Task Sequences** can optionally be used.

Tip

If you choose to retain the default setting **Do not use Task Sequences**, none will be assigned.

3. In the **Task Sequences** pane, select a task sequence.
4. Click Save Now  .

Removing a Task Sequence from a Shift

To remove a task sequence from a shift:

1. In the **Shifts** pane, select the shift for which you want to delete a task sequence.
2. In the **Task Sequences** list, select the task sequence.
3. Click **Delete**  .