

GENESYS

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Workforce Management Web for Supervisors Help

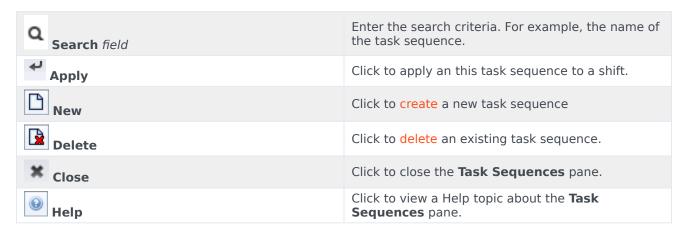
Adding and Editing Task Sequences

Contents

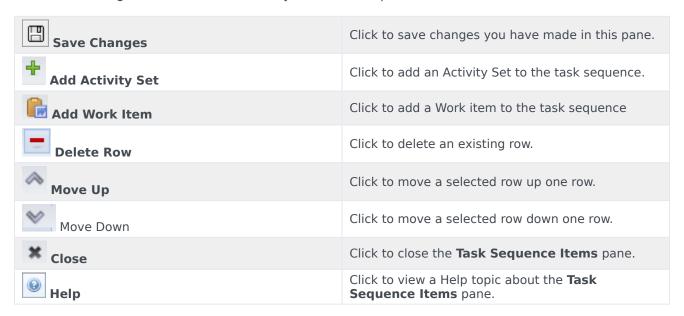
- 1 Adding and Editing Task Sequences
 - 1.1 What is a Work Item?
 - 1.2 Adding a Task Sequence
 - 1.3 Editing a Task Sequence
 - 1.4 Deleting Task Sequences
 - 1.5 Task Sequences Settings

Adding and Editing Task Sequences

Use the **Task Sequences** pane controls to **create** and **edit** task sequences.



Use the following controls in the **Task Sequence Items** pane:



What is a Work Item?

A Work item is work that can be done in between tasks in Task Sequence or in between the task and the start/end of the shift. Add work items to task sequences only if tasks are *not* anchored to one another. Use the following guidelines:

- If a Work item is added before the task, it means the task is not anchored to the start of the shift or the previous task.
- If a Work item is added after the task, it means the task is not anchored to the end of the shift or the following task.
- If a Work item is not added before the task, it means the task is anchored to the start of the shift or the previous task.
- If a Work item is not added after the task, it means the task is anchored to the end of the shift or the following task.

Adding a Task Sequence

- 1. In the Task Sequence Usage pane, click Add Task Sequence Association With Shift.
- 2. In the **Task Sequence** pane, do one of the following:
 - Select an existing task sequence and then proceed to step 7.
 - Click **New Task Sequence**. The Create New Task Sequence pane opens.
- 3. In the **Task Sequence Name** field, enter a name to replace the default name. The name must be unique within the site.
- 4. Click **Add Activity Set** or **Add Work Item** to create a new row in the task sequence list.
- 5. Configure the settings as described in Task Sequence Settings. You can add as many rows as you need.
- 6. When task sequence configuration is complete, click **Save Changes** and select it in the list.
- 7. To assign the selected task sequence to the shift, click **Apply**
- 8. Click **Save Now**

Editing a Task Sequence

- 1. In the **Task Sequence Usage** pane, click the task sequence that is displayed in the **Task Sequence** table.
 - The Edit Task Sequence pane opens.
- 2. Make your changes. If you need to add more rows to your task sequence list, click Add Activity Set



3. When you have finished, click Apply.

Important

The duration of the task sequence must be greater than, or equal to, the duration of the selected activity set.

Deleting Task Sequences

- 1. In the **Task Sequences** pane, select a task sequence in the list.
- 2. Click **Delete** .

Task Sequences Settings

- Activity Set—You can use any activity set that is configured for the current site. You can use the same activity set in any number of task sequences. For more information about activity sets, see Creating and Deleting Activity Sets.
- Min Duration—The minimum duration, in hh:mm format, for this task sequence.
- Max Duration—The maximum duration, in hh:mm format, for this task sequence.

Important

The minimum duration of an activity set that is configured as part of a task sequence must be less than or equal to the maximum possible duration of the shift for which that task sequence has been configured.