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Workforce Management Web for Supervisors Help

Creating and Deleting Activities

12/20/2025

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Creating and Deleting Activities

You can add an activity or a **multi-site activity** by creating a new one or by **copying** an existing one. You can also **delete** existing activities.

Creating Activities



To create an activity:

1. In the **Objects** pane, select the site to which you want to add the new activity.
2. When the **Activities** pane opens, select **New Activity** .
The Activity Properties pane opens with the default name New Activity (<number>).
3. In the **Activity Properties** and **Hours of Operation** sections, populate the fields as described in [Activity Properties](#).
4. Click **Save Now** .
5. Configure the activity, as explained in these topics:
 - [Adding Activities to Activity Sets](#)
 - [Configuring Skills for Activities](#)
 - [Associating Agents with Activities](#).

See also [Statistics Configuration for Activities](#).



Creating Multi-Site Activities

To create a multi-site activity:

1. On the **Objects** pane, select the business unit, to which you want to add the new multi-site activity.
2. Select **New Multi-Site Activity** .
The Multi-Site Activities Properties pane opens.
3. In the **Multi-Site Activity Properties** and **Hours of Operation** sections, populate the fields as described in [Multi-site Activity Properties](#).
4. Click **Save Now** .


Creating Activities and Multi-Site Activities Using Copy

To create a new activity or multi-site activity by copying an existing one:

1. In the **Activities** pane, select an activity or multi-site activity.
2. Select **Copy** .
The Activity Assignment pane opens.
3. In the **Name** field, rename the activity, if necessary. (The name must be unique with the site or business unit [BU].)
4. In the **Associate Copied Activity With The Following Site (for multi-site, BU)** section, select the site (or BU) with which you want this activity to be associated.
5. Click **Save Now** .

Deleting Activities and Multi-Site Activities

To delete an activity or multi-site activity:

1. Select the activity in the **Activities** pane.
2. Click **Delete** .
3. When the **Confirmation** dialog opens, click **Yes** to delete or **No** to cancel the action.