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Workforce Management Web for Supervisors Help

IMW: Select Work Set

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IMW: Select Work Set

In WFM, *work sets* are used to configure the time interval within the shift when agents are working only on specified activities. You can include several activities or a single **activity set** into a work set.

Insert work sets by using the steps described in the procedure below or by selecting it in the Intra-day view's pop-up menu (using a right-click, in the same way you insert other items, such as time off, exceptions, or marked time).

In the **Insert Multiple Wizard (IMW)**, you select **Work sets** using 1 or 2 pages, depending on your choices:

- **Specify work set parameters**
- **Select activities for work set screen**

Specify Work Set Parameters Page

1. Select or enter the Start time and End times.
2. Select **Next Day** (next to the **Start Time** text box) if the work set starts on the day after the agent's shifts begin.
— or —
Select **Next Day** (next to the **End Time** text box) if the work set begins on the same day as the agent's shifts begin, but ends on the day after.
3. Select one of these radio buttons:
 - **Select new activities for Work Set**—Enables the **Select activities for work set screen**, where you select the new activities.
 - **Use existing shift activities**—Applies the activities already selected.
4. Select or clear the check box **Mark as overtime with marked time**.
Select to enable the **Marked Time** page when you're done with activities.
5. Click **Next** (if you selected the radio button **Select new activities for Work Set** or the check box **Mark as overtime with marked time**) or click **Finish**.

Select Activities for Work Set Page

This page appears only if you selected the **Select new activities for Work Set** radio button.

1. Select one or more activities from the tree.
2. Click **Next** (if you selected the check box **Mark as overtime with marked time** in the previous page) or

click **Finish**.

Marked Time with Overtime

To fill in the **Select marked time with overtime** page in the **Insert Multiple Wizard** (IMW):

Important

This page in the wizard appears only if you checked the **Mark as overtime with marked time** check box on the **Specify work set parameters** page of this wizard.

1. Select a **Marked Time**.
2. Click **Finish**.
If you want to close the wizard without inserting the marked time, click Cancel.