

## **GENESYS**

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.

## Workforce Management Web for Supervisors Help

**NOW: Impact Page** 

## NOW: Impact Page

The **New Overlay Wizard** (NOW) opens and displays these pages, in order: **Properties**, **Usage**, **Impact** (this page), and **Impacted Activities**. Be sure to watch the video.

## Tip

This page appears only if you selected the radio button **Calculate Using The Specified Initial and Ending Impact** on the **Usage** page.

- 1. Select the appropriate settings on this page, remembering that some selections may deselect others.
- 2. Click Next.

The settings on this page are:

Setting	Description
Impact parameters of overlay fields	• <b>Initial Impact</b> <i>field</i> —Use this field to specify the initial impact of the overlay. Range: 0 (the default) and positive numbers.
	<ul> <li>Ending Impact field—Use this field to specify the ending impact of the overlay. Range: 0 (the default) and positive numbers.</li> </ul>
	These fields are enabled only if the option Calculate Using Specified Initial and Ending Impact is selected.