

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

Shift Contracts

Contents

- 1 Shift Contracts
 - 1.1 Assigning a Contract to a Shift
 - 1.2 Removing a Contract from a Shift
 - 1.3 Changing the State of an Assigned Contract

Shift Contracts

Use the **Shifts** > **Contracts** pane to assign contracts to a shift. You opened this pane, by clicking **Contracts** at the top of the **Shift Properties** pane.

Important

Assigning contracts to a shift is optional. You can save a shift without associating it with a contract.

Assigning a Contract to a Shift

To assign a contract to a shift:

- 1. In the **Shifts** pane, select a shift.
- 2. In the right-side pane, select Contracts.
- 3. Click **Assign a Contract to a Shift**
- 4. In the **Use This State for Assignments** drop-down list, select the appropriate state.
- 5. Select one or more contracts from the list on the **Contract Associations** pane. You can assign multiple contracts to a single shift.
- 6. Click **Apply** to move the selected contracts into the **Contracts** pane.
- 7. Click **Save Now** .

Removing a Contract from a Shift

To unassign or remove a contract from a shift:

- 1. In the right-side pane, select **Contracts**.
- 2. In the **Contracts** list, select the contract you want to remove.
- 3. Click Remove Contract from Shift
- 4. When the **Confirmation** dialog appears, click **Yes**.

Changing the State of an Assigned Contract

To change the state of an assigned contract:

- 1. In the **Contracts** pane, use the **State** drop-down menu for the **Contract** you want to change and select **Primary** (default) or **Secondary**.
- 2. Click **Save Now**

Tip

- Assigned contracts appear only in the **Contracts** pane.
- To select multiple contracts, hold down SHIFT or CTRL and click each additional contract
- Each assigned contract has a state: **Primary** or **Secondary**. The default state after being moved is **Primary**.