

GENESYS

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Workforce Management Web for Supervisors Help



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Important

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- 2. \$\displaystyle \displaystyle \dintal \displaystyle \displaystyle \displaystyle \displaystyle \displaystyle \displaystyle \dis
 - 1. ♦♦♦♦♦♦♦♦♦♦
- - - 2. �������������
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 - - 1. ******************

 - 3. ♦♦♦♦♦♦♦♦♦
 - 3. *******************

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- 1. <a href="https://doi.org/10.2012/10
- 2. \$\\$\\$\\$\\$\\$\\$\\$\\$\\$\\$\\$
 - 1. ♦♦ <remaining shift time> = <shift end time> <current time>♦
 - 2. ♦♦ <bidding period configured timeout> ♦♦ <remaining shift time>♦♦♦
 - 1. <wait for the agent until> ♦ <current time> + <bidding period configured timeout> ♦
 - 2. ���

- 3. ♦♦♦
 - 1. <remaining timeout> = <bidding period configured timeout> <remaining shift time>◊
 - 2. <a>
 - 3. �������
- - 1. <remaining timeout> = <bidding period configured timeout>
 - 2. ****************
 - 3. ������
- 4.
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 - 1. $\diamondsuit \diamondsuit \Leftrightarrow$ <availability end time> $\diamondsuit \diamondsuit \diamondsuit \Leftrightarrow$ <shift end time> $\diamondsuit \Leftrightarrow$

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- - - 1. ♦♦ <remaining timeout> ♦♦ <shift duration>♦
 - 1. <wait for the agent until> ♦ <shift start time> + <remaining timeout>
 - 2. ♦♦
 - 2. ���
 - 1. <remaining timeout> = <remaining timeout> <shift duration>♦
- 2. \$\displaystyle \displaystyle \dintal \displaystyle \displaystyle \displaystyle \displaystyle \displaystyle \displaystyle \disp
 - 1. ♦♦♦♦♦♦♦♦♦♦ <availability duration> ♦♦♦ <shift duration>♦
- 4. ◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊◊

 - 2. ��
- 5. ������

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