

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 Agent Help

Managing your schedule bid assignments

8/8/2025

Contents

- 1 Changing bid rankings
- 2 Moving bids to another list
- 3 Removing schedules from a list



• Agent

Manage your schedule bids by moving them between the **Desired** or **Unwanted** lists, or removing them altogether.

Related documentation:

After entering your bids, if you want to change them for schedules you marked as **Desired** or **Unwanted**, you can do so by using the drop-down list (beside the **Filter** icon) in the scenario. After selecting **Desired** or **Unwanted** in the list, you can also change the bid rankings, if necessary.

As an agent, you can only access a bidding scenario for a specific period of time, which is known as the *bidding window*. The bidding window closes on the date and time that is shown in the **Bidding end time** column for each scenario in the **Scenarios** view. To change your bids and/or reorder the ranking, you will have to do it before the **Bidding end time** expires.

Hover your mouse over the **Scenario name** and click the link to open a scenario for which you have entered bids. This is where you manage your existing bids and reorder their ranking, if necessary.

Changing bid rankings

Your bids are already ranked when you reach this view; that happened when you clicked **Add to Desired** or **Add to Unwanted** in the scenario. Your most desired bid is numbered 1 and your most unwanted bid is [1].

Bidding	Scenario01 🕊											
Apply	Cancel Add	to desired	Remove	e								
	Name 2	Click	to apply	change	5.		E	Bid		#		
	<profile agenta<="" td=""><td>• 6</td><td></td><td></td><td></td><td>:</td><td>٢</td><td>[2]</td><td>></td><td>1</td><td></td><td></td></profile>	• 6				:	٢	[2]	>	1		
	<profile agent<="" td=""><td>• 4</td><td></td><td></td><td></td><td>:</td><td>٢</td><td>[1]</td><td>></td><td>1</td><td></td><td></td></profile>	• 4				:	٢	[1]	>	1		
	<profile agenta<="" td=""><td>• 3</td><td>I</td><td>numbe</td><td>r to activate arrows</td><td>:</td><td>٠</td><td>[3]</td><td>></td><td>1</td><td>/</td><td></td></profile>	• 3	I	numbe	r to activate arrows	:	٠	[3]	>	1	/	
	<profile agent<="" td=""><td>7</td><td>CIICK</td><td>and ch</td><td>ange ranking.</td><td>:</td><td><</td><td>4</td><td>></td><td>1</td><td></td><td>10</td></profile>	7	CIICK	and ch	ange ranking.	:	<	4	>	1		10
					<profile agent=""> 6</profile>				_	:	<	[4]
					<profile agent=""> 4</profile>	3				:	<	[1]
					<profile agent=""> 3</profile>	Ranki reorde	ng i ered	s 		:	<	[3]
					SProfile Agent> 7						<	[2]

To change a single bid in an open scenario:

- 1. Click the **All** drop-down arrow (near the **Filter** icon) to select the list you want to change: **Desired** or **Unwanted**.
- 2. In the **Bid** column, click the number in the row for the schedule that you want to change.

The back and forward arrows become active.

- 3. Click the arrows to select the new ranking for this schedule.
- 4. Click Apply. WFM changes the numbers for the rest of your bids accordingly.
- 5. Repeat as necessary to achieve the bid order that you want.

Moving bids to another list

In an open Scenario view, use the **All** drop-down list (next to the **Filter** icon) or the icon in the **Actions** column to move your bids for schedules from the Desired list to the Unwanted list, or from the Unwanted list to the Desired list. You can move bids in two ways:

Using Action button

BiddingScenar	io01 * Cli	ck Action but	ton.					
Apply Car	ncel Add to desired Remove	3				Choose the list.	Unwanted	▼
	Name		Bid	#	Dates		Paid hours Paid hours Unwanted	7
	<profile agent=""> 6</profile>	I	< [4] >	1	4/2/17-4/8/17	>	50:00	
	<profile agent=""> 4</profile>	i	← [1] →	1	4/2/17-4/8/17	>	50:00	
	<profile agent=""> 3</profile>	1	< [3] →	1	4/2/17-4/8/17	>	50:00	
	<profile agent=""> 7</profile>	:	< [2] →	1	4/2/17-4/8/17	>	50:00	
2 Sele	ect schedule.							

Using Actions drop-down menu

BiddingScen	ario01 🛠						(1) Choose th	ne list.	
Apply C	Cancel Add to desired	l Remove							Unwanted
	Name	(2)		Bid		#	Dates		Paid hours
	<profile agent=""> 6</profile>	Click Actions ice	i	۰.	[4]	> 1	4/2/17-4/8/17	>	50:00
	<profile agent=""> 4</profile>	to open drop-	1	۰	[1]	> 1	4/2/17-4/8/17	>	50:00
G î .	<profile agent=""> 3</profile>	aowh menu.	-	۰	[3]	> 1	4/2/17-4/8/17	>	50:00
	<profile agent=""> 7</profile>		+ Add to de	sired		> 1	4/2/17-4/8/17	>	50:00
3			 Add to un 	wanted					
Se	elect an action fr	rom the list.	× Remove						(

- By using the action buttons:
 - 1. In an open scenario, click the down arrow in the drop-down list to select the either **Desired** or Unwanted.
 - 2. Select the check box in the far-left column for every schedule that you want to move to another list.
 - 3. Click Add to desired or Add to unwanted, depending on which list you selected in step 1. The remaining bids in this list are reordered, accordingly.
- By using the **Actions** icon:

1. In the open scenario, click **Actions** icon in the row for the schedule you want to change.

2. When the drop-down list opens, select Add to desired or Add to unwanted, depending on which list you selected in step 1. The remaining bids in this list are reordered, accordingly.

Removing schedules from a list

You can remove one or more schedules from a list in two ways:

Tip

See the graphics in Moving bids to another list, as the steps in these two methods are similar.

- By using the action button:
 - 1. Click the **All** drop-down list to select the list you want to change: **Desired** or **Unwanted**.
 - 2. Select the check box in the far-left column for every schedule that you want to remove from the list.
 - Click Remove to remove the selected schedule(s).
 This action sets the bid ranking for the schedule(s) to 0 and reorders the remaining bids in this list, accordingly.
- By using the **Actions** icon:
 - 1. In the open scenario, click **Actions** icon in the row for the schedule you want to change.
 - 2. When the drop-down list opens, select **Remove**. **The schedule is removed from the list and remaining bids are reordered, accordingly.**