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Genesys Engage cloud Agent's Guide

The Personal Pane

4/25/2025

The Personal Pane

Important

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This view displays your personal information: name, employee ID, contract, hire date, site (business unit), team, last login, and depending on whether or not you have changed it, the site or your current time zone.

If you select a time zone, other than the site time zone, the Schedule, Trading, Preferences, and Time-Off modules display information, based on the selected time zone. (See an example of the Time Zone drop-down list below).

Themes

This view also offers a graphical choice of screen-display themes, which you might know from other programs as *skins*. Themes apply a different color to various elements on the screen and are displayed as miniature versions of the Schedule view. To switch to a different theme, click on it, and wait for a few moments while WFM applies the new theme.


Personal	Shared Transport	Exception Totals
<p>Agent Name: Ag1 Ag1</p> <p>Employee ID: Ag1</p> <p>Contract: None</p> <p>Hire Date: 3/9/07 8:00 PM</p> <p>Site:</p> <p>Team: <None></p> <p>Last Login:</p> <p>Time Zone:</p>		
<p>Themes</p> <div> <div>  <p>My Schedule Other Schedules</p> <p>Exception Totals</p> <p>Bookings: <input type="text" value="Closed now"/></p> <p>Start Date: <input type="text" value="09/01/2010"/></p> <p>End Date: <input type="text" value="09/01/2010"/></p> <p>Transfer: <input type="text" value=""/></p> <p><input type="button" value="Apply"/></p> </div> <div> <p>Site</p> <p>MIT (GMT -11:00)</p> <p>HST (GMT -10:00)</p> <p>AST (GMT -09:00)</p> <p>PST (GMT -08:00)</p> <p>PNT (GMT -07:00)</p> <p>MST (GMT -07:00)</p> <p>CST (GMT -06:00)</p> <p>EST (GMT -05:00)</p> <p>IET (GMT -05:00)</p> <p>PRT (GMT -04:00)</p> </div> </div>		

Figure: Time Zone Drop-Down List—Personal Pane