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Genesys Engage cloud Agent's Guide

Viewing Personal Proposals Available to Me

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Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Agents](#).

Use the Personal Proposals window to examine, and respond to, trading proposals that another agent has sent specifically to you. The window includes standard [date selectors](#) and a table of proposals and/or responses, whose general controls are described in [Trading Windows' Common Features](#).

About the Proposals and Responses Table



The table is sorted by Agent Name. It shows only proposals whose **status** is **Open** they have not expired, are not in review, and have not been accepted, confirmed, declined, or cancelled.

The table provides the following details:

- In the first (Re) column, an asterisk (*) indicates that you have already responded to the trading proposal on this row.
- In the Agent Name column, you can click to display an originating agent's [Schedule Details pop-up](#).

How to Accept or Decline a Proposal

In the Action column:

- Click  **accept** if you want to trade schedules.
- Click  **decline** if you do not want to trade.

The [Trading Comments](#) window opens, in which you can add a comment and submit your response.