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Genesys Engage cloud Workforce Management 8.5.1 Guide

Notification of Schedule Modifications

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Notification of Schedule Modifications

Important

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

To configure notifications of schedule modifications, you must have the permission assigned in WFM Web. See [Roles](#) and [Notification Role Privileges](#) in this Help.

To bring up the module for notification of schedule modifications (sent to agents only):

1. Select the **Configuration** tab.
2. Select **Notifications** from the **Views** menu.
3. In the **Objects tree**, select **Schedule Modifications**. The **Working pane** shows the **Messages** tab where you configure the message **Subject**, **Body**, and variables (**Tokens**).

Messages Tab

The **Messages** tab has three areas:

- **Tokens.** This area contains buttons for inserting tokens into the message body. Available tokens related to agent time off requests are: **Agent**, **Requested Dates**.
- **Subject.** This area contains Genesys-supplied subject text, which you can modify by changing text or inserting tokens. The supplied text is:

Message from Genesys Workforce Management: Schedule modification occurred.

- **Message Body.** This area also contains Genesys-supplied body text, which you can modify by deleting/typing over text and inserting tokens. The supplied text is:

The schedule for <Agent> has been modified for the date(s) <Dates>.

Modifying the Message

To modify the message subject or body text:

1. Delete/type over text.
2. Place the cursor where you wish to insert a variable (token).
3. Click the appropriate token button. The variable gets inserted.
4. Click **Save** on the toolbar. If you switch to another notification type without saving, a message asks if you wish to save or cancel.

Targets Tab

Use the **Targets** tab to select sites. You can expand business units to display their sites. You can select multiple sites.

Rules for Sending

When a supervisor changes one or more schedule days, WFM sends a schedule modification notification to the configured site's affected agent.