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Genesys Engage cloud Workforce Management 8.5.1 Guide

Colors Tool

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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](#).

Use the **Colors Tool** to **modify the default colors** that appear in any Supervisor view which displays these schedule items: **Work, Days Off, Meals, Breaks, Activity Sets, Exceptions, Time Off, and Marked Time**.

You can also use the **Colors Tool** to **define specific colors**, by site, for: **Activity Set** types, **Exception** types, **Time Off** types, and **Marked Time** types.

Defining Default Colors

To define the default colors:

1. Select the **Configuration** tab.
2. Select **Colors** from the **Views** menu.
3. Select the **Default** tab in the **Objects** tree.
4. Under the **Default** tab, select an item: **Work, Days Off, Meals, Breaks, Activity Sets, Exceptions, Time Off, or Marked Time**.
Your choices will redefine the background and text colors of the selected item.
5. The **Colors Tool** appears in the **Working** pane. Use the top half of the tool to select a background color, and the bottom half to select a text color. View your current choices in the **sample text SAMPLE TEXT** strip across the bottom of the Work pane.
6. Select one of the tabs in the top half of the **Colors Tool** to specify the method you will use to choose a background color.
Each of these color picking methods should be familiar to anyone who has chosen colors on a personal computer:
 - **Swatches** offers a series of squares with specific colors. Click a square to select its color.
 - **HSB** (Hue Saturation Brightness) offers a vertical sliding scale where you define the RGB components and a color square where you select the HSB components. You can also enter numbers in fields on the right side of the tool to define the HSB components.

- **RGB** (Red Green Blue) offers horizontal sliding scales or number box where you define the RGB components.
Experiment with any or all of the color picking methods until you find a satisfactory background color.
7. Select one of the tabs in the bottom half of the **Colors Tool** to specify the method you will use to choose a text color.
Experiment with any or all of the color picking methods until you find a satisfactory text color.

Tip

The text color is only applicable in the **Intra-Day Schedule** and **Agent-Extended Schedule** views, when you uncheck the **Full view** check box and can see the schedule items' short codes.

8. Save your choices, by clicking **Save**  at the top of the window.

Important

If you select a different item in the **Objects** pane without saving, the **Confirmation** dialog box appears: There are unsaved changes. Please press Yes to save changes, No to discard changes or Cancel to cancel action. Click **Yes**, **No**, or **Cancel**.

Defining Specific Colors, by Site

To define specific colors by site:

1. Select the **Configuration** tab.
2. Select **Colors** from the **Views** menu.
3. Select the **Specific** tab in the **Objects** pane.
4. Under the **Specific** tab, expand (▾) one of the **Types** nodes.
5. In the **Object** tree beneath the **Type** node, select one or more objects. An object can be a business unit, a site, or a **specific color**.
All your **Colors Tool** choices will apply only to the selected object(s).
6. Make your background color and text color selections in the same way that is described in **steps 4-8** for default colors, in the default colors procedure above.