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Genesys Engage cloud Workforce Management 8.5.1 Guide

Finding Agents in Tables

Finding Agents in Tables

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](#).

In a number of Workforce Management (WFM) Web windows, you can search for particular agents by using the **Find Agent** dialog box. To open it, select the table you want to search and then either:

- Select **Find** from the **Edit** menu.
- Press **[Ctrl] + F**.

You can search for agents in these windows:

- The **Calendar** main window.
- The table in the **Schedule Scenario Weekly View** and **Master Schedule Weekly View**. Select a cell in the **Agent Name** column to activate the **Find** command.
- The table in these views:
 - [Schedule Scenario Agent Extended](#)
 - [Schedule Scenario Intra-Day](#)
 - [Master Schedule Agent Extended](#)
 - [Master Schedule Intra-Day](#)

To search for one or more agents:

1. In the **Find Agents** dialog box, type either the full name for which you are searching or its first few letters.
2. Select the **Last Name** or **First Name** radio button.
3. Click **Find**.

The table that you are searching now shows the first agent listed whose name matches the search string that you entered. A message box informs you if there are no agent names that match your search criteria.

1. Click **Find** again to find the next agent whose names matches the string you entered. You can search as many times as you want.
2. When you have finished searching, click **Close**.