



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Workforce Management 8.5.1 Guide

Master Schedule

12/19/2025

Master Schedule

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 **Master Schedule** views to display and modify **Master Schedule** data.

If your access rights include access to the **Master Schedule**, the **Master Schedule** menu displays the following **Master Schedule** views:

Master Schedule Coverage	Compares staffing coverage to forecasted (calculated and required) staffing data, and highlights overstaffed or understaffed timesteps.
Master Schedule Weekly	Displays a weekly summary table of total paid hours, working start/end times, or shift names for a site's agents.
Master Schedule Intra-Day	Displays Master Schedule details for a 24- or 36-hour period, enabling you to modify schedules for individual or multiple agents. Unless you have the Approve Changes security permission, your changes are entered in pending mode. An approver with the Approve Changes security permissions must then accept or reject the changes. You can view your pending changes in the Weekly, Agent-Extended, and Intra-Day views.
Master Schedule Agent-Extended	Displays and allows editing of a single agent's schedule for one week or the schedule planning period.
Master Schedule Summary	Displays service-level and related statistics for the Master Schedule .
Master Schedule Changes Approval	Enables users with the appropriate security permissions to review pending schedule changes, and approve or reject them.
Master Schedule Overtime Requirement	Use to enter and edit overtime requirements.
Master Schedule State Group Totals	Displays coverage statistics for every timestep in a selected day.