



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

Options Dialog Box (Weekly View)

Options Dialog Box (Weekly View)

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 **Options** dialog box to configure the data that is shown on the **Weekly** view or **Master Weekly** view.

To open the **Options** dialog box:

- Click the **Options** button on the **Actions** toolbar.
— OR —
- Select **Options** from the **Actions** menu.

To configure options on the **Options** tab:

- Select the **Show agents with granted and scheduled rotating pattern or any other calendar preference** check box.

When the check box is selected, the grid shows the schedule days that contain such an item. A red check box and **Agent** icon appears in the leftmost column (labeled "!") for every agent who meets these conditions.

Tip

You can use this tool to learn whether an agent was given a schedule based on a schedule preference, which might influence your decision to modify this agent's schedule. This icon is displayed only if the agent was given a rotating pattern or preference (such as for time off) as a result of building a schedule. If an agent's schedule is manually edited to give him or her one of his or her preferences, or a schedule from a rotating pattern, then the icon will not be displayed.

To configure options on the **Columns** tab:

- Select **Agent Rank** to add a column to the **Weekly View** grid that displays an agent's **Rank value**.
- Select **Site Name** to display the **Site** column.