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Workforce Management Web for Agents Help (Classic)

[Schedule](#)

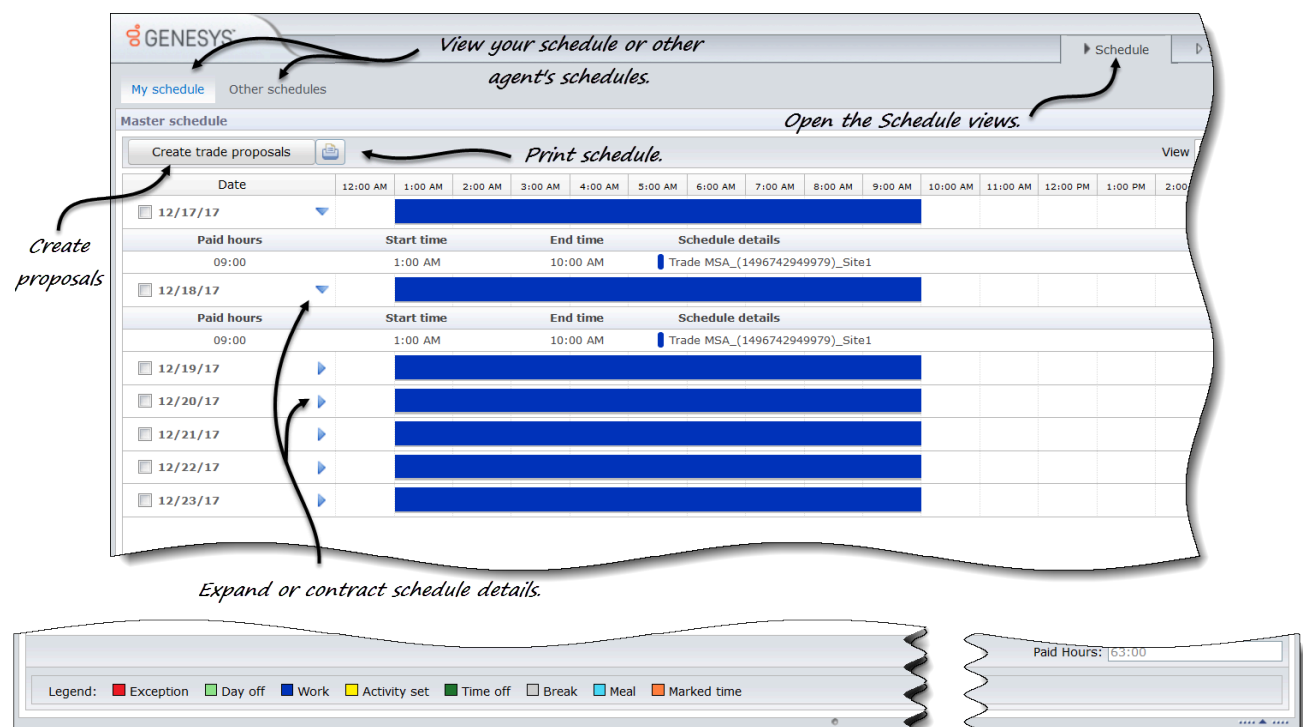
12/18/2025

Schedule

The **Schedule** window provides access to two views:

- The **My Schedule** view displays your schedule information for the current week.
- The **Other Schedules** view displays other agent's schedules

Working in My Schedule view



Use the **My Schedule** view to:

- View your current weekly schedule and its details, such as your shift start and end times, paid hours, and assigned activities.
- View your schedule for other weeks by **changing the date**.
- See where your break, meals and exceptions occur in your schedule, using the color-coded **legend**.
- **Create trade proposals**.
- **Add exceptions** to your schedule.
- Print your schedule.

The Legend at the bottom of your schedule explains colors in your schedule, indicating exceptions, days off, work items, activity sets, time off, breaks, meals, and marked time.

Working in Other Schedules view

The screenshot shows the 'Other Schedules' view in the GENESYS application. It features a table with columns for Agent name, Site, Team, and days of the week (Sunday through Thursday). The table lists agents and their scheduled times. Two pop-up windows are visible: 'Filter' and 'Find an agent'. Annotations with arrows point to specific elements: 'Filter' and 'Find an agent' buttons, the 'Agent name' column header, a row of agents, and a detailed schedule pop-up for 'AgentF02 AgentL02'.

Filter
Select a filter to apply to the displayed data:
☒ People I work with:
☐ My team
☐ My site
☐ My business unit
Cancel Apply

Find an agent
Selects an agent to apply to the displayed data.
Find:
Search by: ☒ First name ☐ Last name
Cancel Find

My schedule **Other schedules**

Filter Find an agent

Agent name	Site	Team	Sunday	Monday	Tuesday	Wednesday	Thursday
AgentF01 AgentL01	Site1 (BU1)	Team1_1	1:00 AM - 10	1:00 AM - 10	1:00 AM - 10	1:00 AM - 10	1:00 AM - 10
AgentF02 AgentL02	Site1 (BU1)	Team1_1	1:00 AM - 10	1:00 AM - 10	1:00 AM - 10	1:00 AM - 10	1:00 AM - 10
AgentF03 AgentL03	Site1 (BU1)	Team1_1	1:00 AM - 10	1:00 AM - 10			
AgentF04 AgentL04	Site1 (BU1)	Team1_1					
AgentF05 AgentL05	Site1 (BU1)	Team1_1					
AgentF06 AgentL06	Site1 (BU1)	Team1_1					
AgentF07 AgentL07	Site1 (BU1)	Team1_2					
AgentF08 AgentL08	Site1 (BU1)	Team1_2					
AgentF09 AgentL09	Site1 (BU1)	Team1_2					
AgentF10 AgentL10	Site1 (BU1)	Team1_2					
AgentF11 AgentL11	Site2 (BU1)	Team2_1	12:30 PM - 9	12:30 PM - 9	12:30 PM - 9	12:30 PM - 9	12:30 PM - 9
AgentF12 AgentL12	Site2 (BU1)	Team2_1	12:30 PM - 9	12:30 PM - 9	12:30 PM - 9	12:30 PM - 9	12:30 PM - 9
AgentF13 AgentL13	Site2 (BU1)	Team2_2	12:30 PM - 9	12:30 PM - 9	12:30 PM - 9	12:30 PM - 9	12:30 PM - 9
AgentF14 AgentL14	Site2 (BU1)	Team2_2					

Sort the list of agents in ascending or descending order.

Click to open other agents schedule details

AgentF02 AgentL02 (December 19, 2017, Tuesday)
Paid hours Schedule details
09:00 flexible shift (Shift) Activities: Trade MSA_(1496742949979)_Site1 1:00 AM - 10:00 AM

Use the **Other Schedules** view to:

- View other agents current weekly schedules and their details.
- View other agents schedules for other weeks by **changing the date**.
- **Filter** the list of agents.
- **Sort** the list of agents.
- **Find agents** in the list.