GENESYS

Workforce Management Web for Supervisors Help

Users

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Users

Users are supervisors and other persons who are not agents. Users are divided into two groups:

1. Users who have been imported into WFM (WFM users).
2. Users who are configured in Genesys but not selected as WFM users (Genesys Users).

In the **Users** module, you can:

- View a list of existing WFM users.
- View user properties.
- Configure a specific time zone, WFM Builder instance, and security role for a user.
- View and edit security role privileges.
- Grant or remove a user's access rights to business units, sites, and teams.
- Grant or remove a user's access rights to notifications.

Tip

If the user's role privileges are changed in this module and they no longer match the privileges set in the Roles module, the following dialog appears:

CONFIRMATION

Changing any security rights to the Roles Privileges will automatically unassign Security Role. Do you want to proceed?

Yes | No

Figure: Confirmation Dialog

Click **Yes** to unassign the current security role or click **No** to cancel the action and retain the user's current security role.

Users Pane

This pane contains a list of users that have been imported into Workforce Management. It has the following columns: **Username**, **First Name**, **Last Name**, and **E-mail**. You can add users to this list (see Importing Genesys Users), or delete them.

In this pane, you can:

- Import Genesys users into WFM by clicking **Import Genesys User** .

- Delete users by selecting them in the list and clicking **Delete** .

- Search users by entering their usernames in the **Search** field.

- Sort the list by clicking the **Username**, **First Name**, or **Last Name** column headers.

Importing Genesys Users

When you import Genesys users, a pane opens that includes a drop-down list of the existing security roles. By default, the user you select is assigned the first role in this list. If no security roles exist, the list displays <none>. All imported users are assigned to the role selected from the list.

After import is finished, the **Users** pane displays the new users in its list. You can then select a user and change or configure their settings in the **Properties**, **Role Privileges**, or **Access Rights** pane.