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Workforce Management Web for Supervisors Help

User Properties

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User Properties

The **Users Properties** pane contains information about the selected WFM user.

User information

The **User Information** pane contains the following read-only fields, previously entered in Genesys Administrator:

- First Name of the user as entered in Genesys Administrator.
- Last Name of the user as entered in Genesys Administrator.
- Email. This is the user's email address entered in Genesys Administrator. WFM uses this email address for notification of:
 - Changes in the status of schedule trade requests.
 - Changes in the status of time-off requests.

For more about email notifications, see the [Workforce Management Administrator's Guide](#).

Configuring Optional Settings

To configure the optional settings in the **User Information** pane:

1. Select a **Time Zone** for the user or leave blank. Time zone can be used in some **Performance** views and reports as an alternative to the site or business unit time zone. If you configured a default time zone before importing the user, that time zone appears as the Time Zone. If you did not configure a default time zone, **<none>** appears here.

Important

If you subsequently changed the default time zone, the time zone set as default when the user was imported appears here.


To set a different time zone for this user:

- Select the time zone from the drop-down list box. All time zones that have been imported into Workforce Management from the Configuration Database are included.

If you need additional time zones, use the **Organization > Time Zones** view to change the time zones that appear in the list. See [Time Zones List](#) for details.

2. Select a **WFM Builder** server for the user or leave blank. This is the server that builds schedules. To use a specific WFM Builder to create WFM schedules for a dedicated group of users:
 - Select the **WFM Builder** server from the drop-down list.

You do not need to specify a WFM Builder server if you want all users to share the same one. The default value is **None**.

3. Select **Security Role** for the user or leave blank. If you select a Security Role, the user adopts the role privileges that you configured for that security role. If the user is not assigned to a security role:
 - Clear the check boxes next to the names of the role privileges the user should not have permission to access. By default, all options are selected.
4. Click **Save Now**  .