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Genesys Engage cloud Agent's Guide

Reviewing My Proposals and Their Responses

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Reviewing My Proposals and Their Responses

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Genesys Engage cloud for Agents](#).

Use the My Proposals window to:

- Review schedule trades that you have proposed, along with their status and any responses.
- Accept or decline responses.
- Cancel your own pending trade proposal, if you change your mind.

The window includes standard [date selectors](#) and a table of proposals, whose general controls are described in [Trading Windows' Common Features](#).

About the Proposals Table

The table shows all of your proposals whose first day falls within the selected week. It is sorted by the first date of each proposal.

Responses appear on separate rows below their associated proposals.

- Click an agent's link in the **Agent Name** column if you want to display his or her [Schedule Details pop-up](#).

Viewing and Changing Trade Status

The Status column tells you what the current status is for each trade proposal. Each proposal's (or response's) status determines the actions that you can take in the Action column:

Status	What it means	Actions you can take
Open	The proposal has been offered to a specific agent or to the	Click  cancel if you want to

Status	What it means	Actions you can take
	community, and has not yet passed into one of the other statuses listed in this table.	cancel an open proposal.
Accepted	Another agent has accepted your personal proposal or responded to your community proposal.	Click  accept on a response row to submit this trade (with this response) for approval. Click  decline if you choose not to trade with this respondent.
In Review	Another agent has accepted your proposal and, if required, you have approved the response. But the trade could not be auto-approved. It is now awaiting a supervisor's approval.	Click  cancel if you want to cancel your original proposal. This will also cancel the response.
Confirmed	Both you and the other agent accepted the proposal, and the trade received either automatic or supervisor approval. Your trade has executed.	None
Declined	The proposal was declined by the responding agent (in the case of a personal proposal), by a supervisor, or by WFM Web. The trade will not take place.	None
Cancelled	Either you explicitly cancelled your proposal, or WFM Web automatically cancelled the pending trade (because of changes to your schedule or the responding agent's schedule). The trade will not take place.	None
Expired	The proposal did not receive approval by the day before its first included day. The trade will not take place.	None

When you click the accept, decline, or cancel button, the **Trading Comments** window opens. There, you can add a comment and complete the action by clicking submit.

For further details about requirements for a trade's approval, see **Trading Overview**.