Genesys Engage cloud Agent's Guide

The Shared Transport Pane

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The Shared Transport Pane

> ### 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 Shared Transport pane to manage your participation in a shared transport group. You can use the buttons at the top of the pane to perform the following tasks:

- Create—Use this button to create a new shared transport group.
- Browse shared transport—Use this button to browse existing shared transport groups that you can filter by using the Find button.
- Delete—Use this button to delete selected items in the join requests list.

Create Button

Click the **Create** button to open a dialog box that features the following controls:

Show controls.. [+]

Control	Description
Shared Transport Name *field*	Enter the name of the new shared transport group.
Comments *field*	Enter descriptive comments, if any.
Cancel *button*	Exit the dialog box, and take no action.
Create *button*	Create the shared transport group that you have described in the two fields. The dialog box closes, and the group is added as new record in Shared Transport table with the related information for that group. You are automatically added as a participant. **Note:** Creating a new shared transport group deletes all of your pending join requests. You can belong to only one shared transport group at a time.
Help *button*	Display context-sensitive help.

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Browse Shared Transport Button

Click the **Browse shared transport** button to open a dialog box that displays a list of existing shared transport groups. This dialog box features the following controls:

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Control	Description
Find by drop-down menu	Choose Shared Transport Name, Agent's First Name, or Agent's Last Name.
Find by field	Enter the text that will be applied to the Find criterion. Leave this field empty to find all shared transport groups.
Find button	Click to apply the filter. The list of shared transport groups appears below the filter controls, with the following columns:
☐ check box icon	Use to select a shared transport group before you click the Join button.
Shared transport column	Name of the shared transport group.
Agents column	List of the participants in the shared transport group.
Bus column (check box)	Specifies a bus as the transportation that is provided by company. (Agents are driven to work by company bus.) Only supervisors can create groups with Bus checked.
Comments column	Use to view any comments that are associated with shared transport groups.
Cancel button	Click to take no action and exit the dialog box.
Join button	Click to submit a Join request, enter comments associated with the agent join request, and close the dialog box.
🔵 **Help** icon	Use to open the help topic that describes the Browse Shared Transport dialog box.

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Delete Button

The **Delete** button is used to delete the selected agent's join requests. To delete join requests, check appropriate check box and press **Delete**.

You cannot delete a shared transport group, in which the agent is a participant—the check box will be disabled for these groups. However, you can leave your current shared transport by clicking the Leave Transport button under the **Comments** dialog box in the bottom pane. The shared transport is removed from the table and you are no longer a member of that shared transport.

Shared Transport Panes

The Shared Transport pane is divided into two other panes. The top pane includes the following columns that display information about the shared transport groups and join requests that you created:

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Control	Description
☐ *check box* icon	Use this check box to select join requests for deletion. It is disabled for the current shared transport group.
Shared Transport	The shared transport group name.
Status	The shared transport group status (open or closed). An open status indicates that this shared transport is open for new requests. A closed status indicates that it is closed to new requests. The Status field also contains the status of the agent's join request (pending or declined).
Bus ☐ *check box* icon	Use to specify a type of shared transport group. The check box indicates the mode of transportation that is used by the shared transport group. When checked, it means a bus (provided by the company) is the mode of transportation. When unchecked, it means a carpool (created by the agents) is the mode of transportation.
Comments	Use to view the text that was entered into the comments box when the shared transport group was created.

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The bottom pane displays the details of the selected shared transport item, such as:

- The name of the shared transport group
- The status
- The type of group (For example, if **Bus** is checked, the message "*This is a bus*" is also displayed)
- The names of all group members (including yours) Comments

It also includes the following three buttons, which enable you to perform the following tasks:

- Leave transport—Use this button to remove yourself from the shared transport group, which deletes the shared transport group if you are the only member.
- Join requests—Use this button to accept or decline requests from other agents to join the shared transport group.
- Change properties—Use this button to change the properties of the shared transport group.

> **Tip**
>
> These buttons are displayed only if your current shared transport group is selected. If a join request is selected, they are not displayed.

Leave Transport Button

Click the **Leave transport** button to open a Confirmation dialog box that features the following controls:

Show controls.. [+]

Controls	Description
OK	Confirms the request to leave the shared transport group and closes the Confirmation dialog box.
Cancel	Cancels the request to leave the shared transport group and closes the Confirmation dialog box.

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Join Requests Button

Click the **Join requests** button to open a dialog box that features the following controls:

> **Tip**
>
> You must first belong to a shared transport group.

Show controls.. [+]

Controls	Description
This dialog box displays a list of all join requests, with the following columns:	
☐ *check box*	Use to select a request before you click the Accept or Decline button. You can select multiple requests.
Agent	Name of the agent who is requesting to join the shared transport group.
Status	Shows Pending for all requests. Accepted/Declined agents are not listed.

Controls	Description
Bus *check box* icon	A type of shared transport group. The check box Indicates the mode of transportation that is used by the shared transport group. When checked, it means a bus (provided by the company) is the mode of transportation. When nchecked, it means a carpool (created by the agents) is the mode of transportation.
Comments	Displays any comments that are associated with the Join request.
The Join Requests dialog box features the following controls:	
Accept *button*	Click to approve the selected request(s).
Decline *button*	Click to decline the selected request(s).
Cancel *button*	Click to take no action and exit the dialog box.
Help *icon*	Use to open the help topic that describes the Join Requests dialog box.

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Change Properties Button

Click the **Change properties** button to open a dialog box that features the following controls:

Show controls.. [+]

Controls	Description
Shared Transport Name *field*	Edit the name of your shared transport group.
Status *radio button*	Select either Open Shared Transport (for new requests) or Close Shared Transport (for new requests).
Comments *field*	Enter or edit comments that are associated with the shared transport group.
Cancel *button*	Click to take no action and exit the dialog box.
Submit *button*	Click to save the current changes to the shared transport group.

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