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Genesys Engage cloud Workforce Management 8.5.1 Guide

Notifications

12/23/2025

Notifications

Important

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

Under **Configuration**, use the **Notifications** view to create and edit e-mails by site for the types of notifications listed below:

- [Schedule trade status changes](#)
- [Time off request status changes](#)
- [Schedule modifications](#)

Default Setting

By default, WFM does not generate notifications. To generate notifications, you must select at least one site to send notifications of given type in the **Targets** tab and save. Once you have done so, notifications of the selected types are sent.

Security Permissions

You must have certain security permissions assigned in the WFM Web. See each individual topic above for the type of permission required.

WFM Daemon

A Genesys server component, WFM Daemon, sends out notifications to agents and supervisors.