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Genesys Engage cloud Agent's Guide

The Personal Pane

12/19/2025

The Personal Pane

Important

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This view displays your personal information: name, employee ID, contract, hire date, site (business unit), team, last login, and depending on whether or not you have changed it, the site or your current time zone.

If you select a time zone, other than the site time zone, the Schedule, Trading, Preferences, and Time-Off modules display information, based on the selected time zone. (See an example of the Time Zone drop-down list below).

Themes

This view also offers a graphical choice of screen-display themes, which you might know from other programs as *skins*. Themes apply a different color to various elements on the screen and are displayed as miniature versions of the Schedule view. To switch to a different theme, click on it, and wait for a few moments while WFM applies the new theme.

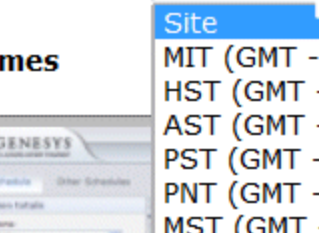
Personal	Shared Transport	Exception Totals
Agent Name: Ag1 Ag1 Employee ID: Ag1 Contract: None Hire Date: 3/9/07 8:00 PM Site: Team: <None> Last Login: Time Zone:		
Themes  The screenshot shows the GENESYS application interface. The 'My Schedule' tab is selected. Below the tab, there are fields for 'Exception Totals', 'Bookings', 'Created by', 'Print Date', and 'Print Date'. A dropdown menu is open, showing a list of time zones: MIT (GMT -11:00), HST (GMT -10:00), AST (GMT -09:00), PST (GMT -08:00), PNT (GMT -07:00), MST (GMT -07:00), CST (GMT -06:00), EST (GMT -05:00), IET (GMT -05:00), and PRT (GMT -04:00). The 'Site' option is highlighted at the top of the list.		

Figure: Time Zone Drop-Down List—Personal Pane