Genesys Engage cloud Workforce Management 8.5.1 Guide

Agent Properties

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Agent Properties

> **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.

To view the selected agent's properties, select **Properties** at the top of the pane.

This view contains the following agent information:

First name:	The first name of the agent.
Last name:	The last name of the agent.
Employee ID:	The agent's employee identification number.
Site	The agent's site.
Team	The agent's team.
Email:	The e-mail address that is used to notify agents of schedule change events, schedule trade request status changes, and time off request status changes.
Hire Date:	The hire date that is set as the date that new agents are imported into WFM. You can change the date to the agent's actual hire date. The Scheduler does not include agents whose hire date is set as a date in the future.
Termination Date:	The date on which the agent was terminated. To set a termination date for an agent, select the check box and enter a date for termination.
Hourly Wage:	Optional: A parameter that specifies the agent's hourly wage and that is used in budgeting. You can configure this option so that it appears only to users with appropriate security rights in the **Roles** module in Workforce Management Web.
Rank:	Optional: A setting that can be used as the criteria for allocating the agents preferences during scheduling. The value for any agent's ranking can contain up to 5 digits. If you do not use ranking, leave this parameter value at 0 (which is the lower rank value).
Comments:	Any comments that are related to the agent.

🖫 **Save Now**	To save any changes, click this icon at the top of the pane.
⊕ **Help**	To view a Help topic about the **Properties** pane, click this icon at the top of the pane.

Moving Agents to Other Teams or Sites

To move an agent to another team or site:

1. In the **Agent Properties** pane, select **Move Agent** .
2. In the **Move Agent** *<agent_name>* **To Following Team** pane, do one of the following:
   - In the list of teams/sites, select the team or site.
   - Enter the team or site name in the **Search** field to quickly find it, and then select it.
3. Click **Apply** .