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Genesys Engage cloud Workforce Management 8.5.1 Guide

Users

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Users

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](#).

Users are supervisors and other persons who are not agents. Users are divided into two groups:

1. Users who have been imported into WFM ([WFM users](#)).
2. Users who are configured in Genesys but not selected as WFM users ([Genesys Users](#)).

In the Users module, you can:

- View a list of existing WFM [users](#)
- View user [properties](#)
- Configure a specific [time zone](#), [WFM Builder](#) instance, and [security role](#) for a user.
- View and edit security [role privileges](#)
- Grant or remove a user's [access rights](#) to business units, sites, and teams
- Grant or remove a user's access rights to [notifications](#)

Tip

If the user's role privileges are changed in this module and they no longer match the privileges set in the [Roles](#) module, the following dialog appears:



Figure: Confirmation Dialog

Click **Yes** to unassign the current security role or click **No** to cancel the action and retained the user's current security role.

Users Pane

This pane contains a list of users that have been imported into Workforce Management. It has the following columns: **User Name**, **User First Name**, **User Last Name**, and **User E-mail**. You can delete users from this list, but cannot add them.

In this pane, you can:

- Import Genesys users into WFM by clicking **Import Genesys User** .
- Delete users by selecting them in the list and clicking **Delete** .
- Search users by entering their user name, first name, last name, or e-mail address in the **Search** field.
- Sort the list by clicking the **User Name** column header.

Importing Genesys Users

When you import Genesys users, a pane opens that includes a drop-down list of the existing security roles. By default, the user you select is assigned the first role in this list. If no security roles exist, the list displays <none>. All imported users are assigned to the role selected from the list.

After import is finished, the **Users** pane displays the new users in its list. You can then select a user and change or configure their settings in the **Properties**, **Role Privileges**, or **Access Rights** pane.