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Genesys Engage cloud Workforce Management 8.5.1 Guide

Scenario Intra-Day: Performance Data Target

12/17/2025

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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 performance data in the **Master Schedule Intra-Day** view or the **Schedule Scenario Intra-Day** view, you must choose a target. The target is the source of the performance data. You can select the Enterprise, a business unit, a site, an activity group, or an activity.

To change the **Select Target** window:

- Click the **Target:** button on the **Schedule Intra-Day** view window



Important

This option is available only if you have chosen to view performance data by selecting the **Show Performance Information** check box on the **Performance** tab of the **View Options** dialog box.

Selecting the Appropriate Time Zone

When you select a site on the **Object** pane (for example, San Francisco), you are also specifying that site's time zone, which may differ from the data source's time zone. You can change the time zone manually by selecting the appropriate zone from the **Time Zone** drop-down list near the upper right of the **Intra-Day** view. The selected time zone is applied to the grid and graphs that you view when you request performance data. Schedules and whatever you select to view would be displayed in the selected time zone, regardless of the data source's local hours (WFM makes the appropriate time conversion).