



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage cloud Workforce Management 8.5.1 Guide

Notification of Schedule Modifications

12/16/2025

Notification of Schedule Modifications

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 configure notifications of schedule modifications, you must have the permission assigned in WFM Web. See [Roles](#) and [Notification Role Privileges](#) in this Help.

To bring up the module for notification of schedule modifications (sent to agents only):

1. Select the **Configuration** tab.
2. Select **Notifications** from the **Views** menu.
3. In the [Objects tree](#), select **Schedule Modifications**. The [Working pane](#) shows the **Messages** tab where you configure the message **Subject**, **Body**, and variables (**Tokens**).

Messages Tab

The **Messages** tab has three areas:

- **Tokens.** This area contains buttons for inserting tokens into the message body. Available tokens related to agent time off requests are: **Agent**, **Requested Dates**.
- **Subject.** This area contains Genesys-supplied subject text, which you can modify by changing text or inserting tokens. The supplied text is:

Message from Genesys Workforce Management: Schedule modification occurred.

- **Message Body.** This area also contains Genesys-supplied body text, which you can modify by deleting/typing over text and inserting tokens. The supplied text is:

The schedule for <Agent> has been modified for the date(s) <Dates>.

Modifying the Message

To modify the message subject or body text:

1. Delete/type over text.
2. Place the cursor where you wish to insert a variable (token).
3. Click the appropriate token button. The variable gets inserted.
4. Click **Save** on the toolbar. If you switch to another notification type without saving, a message asks if you wish to save or cancel.

Targets Tab

Use the **Targets** tab to select sites. You can expand business units to display their sites. You can select multiple sites.

Rules for Sending

When a supervisor changes one or more schedule days, WFM sends a schedule modification notification to the configured site's affected agent.