Genesys Engage cloud Workforce Management 8.5.1 Guide

User Properties

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User 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.

The **Users Properties** pane contains information about the selected WFM user.

User information

The **User Information** pane contains the following read-only fields, previously entered in Genesys Administrator:

- User First Name for the user as entered in Genesys Administrator.
- User Last Name for the user as entered in Genesys Administrator.
- User E-mail. This is the user's e-mail address entered in Genesys Administrator. WFM uses this e-mail address for notification of:
    - Changes in the status of schedule trade requests.
    - Changes in the status of time-off requests.

For more about e-mail notifications, see the Notifications.

Configuring Optional Settings

To configure the optional settings in the **User Information** pane:

1. Select a **Time Zone** for the user or leave blank. Time zone can be used in some **Performance** views and reports as an alternative to the site or business unit time zone. If you configured a default time zone before importing the user, that time zone appears as the Time Zone. If you did not configure a default time zone, **<none>** appears here.

    > **Important**
    > If you subsequently changed the default time zone, the time zone set as default when the user was imported appears here.

To set a different time zone for this user:

- Select the time zone from the drop-down list box.

If you need additional time zones, use the **Organization > Time Zones** view to change the time zones that appear in the list. See Time Zones List for details.

2. Select a **WFM Builder** server for the user or leave blank. This is the server that builds schedules. To use a specific WFM Builder (one that is installed on a user's workstation or dedicated to a group of users) to create WFM schedules:

- Select the **WFM Builder** server from the drop-down list.

You do not need to specify a WFM Builder server if you want all users to share the same one. The default value is **None**.

3. Select **Security Role** for the user or leave blank. If you select a Security Role, the user adopts the role privileges that you configured for that security role. If the user is not assigned to a security role:

- Clear the check boxes next to the names of the role privileges the user should not have permission to access. By default, all options are selected.

4. Click **Save Now** ⊞ .