

GENESYS

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Workforce Management Web for Agents Help (Classic)

Trading Windows for Specific Tasks

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Use the trading windows for:

- Reviewing your proposals and their responses
- Reviewing your responses to other agents' proposals
- Creating trade proposals
- Adding comments to a trade (if enabled)
- Viewing personal proposals available to you
- Viewing community proposals that are available
- · Viewing other agents' schedules
- · Viewing other agents' schedule details

For instructions about how to move among the trading windows and using their common features, see the Trading Windows Road Map. For a description of how trading works, see the Trading