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Workforce Management Web for Supervisors Help



Agent Properties

Agent Properties

To view the selected agent's properties, select **Properties** at the top of the pane.



This view contains the following agent information:

First name:	The agent's first name.
Last name:	The agent's last name.
Employee ID:	The agent's employee identification number.
Site	The agent's site.
Team	The agent's team.
Email:	The email address that is used to notify agents of schedule change events, schedule trade request status changes, and time-off request status changes.
Hire Date:	The hire date that is set as the date of import when new agents are imported from Genesys Administrator. You can change the date to the agent's actual hire date. The Scheduler does not include agents whose hire date is set as a date in the future.
Termination Date:	<p>The date on which the agent was terminated. To set a termination date for an agent, select the check box and enter a date for termination.</p> <p>Agent properties are maintained in the Workforce Management database, even after agents are deleted from Genesys Administrator. However, you can choose to have deleted agents hidden from view in Workforce Manager by changing the CFG_SHOW_TERMINATED_AGENTS setting. Click About > Setting... (near the Log out button) to open the dialog.</p>
Hourly Wage:	Optional: A parameter that specifies the agent's hourly wage and that is used in budgeting. You can configure this option so that it appears only to users with appropriate security rights in the Roles module in Workforce Management Web.
Rank:	Optional: A setting that can be used as the criteria for allocating the agents preferences during scheduling. The value for any agent's ranking can contain up to 5 digits. If you do not use ranking, leave this parameter value at 0 (which is the lower rank value). The rank setting affects Workforce Management only; It is not related to the agent's ranking that is configured in Configuration Manager.
Comments:	Any comments that are related to the agent.

 Save Now	To save any changes, click this icon at the top of the pane. Tip If you do not have at least one of the Edit privileges in the Agents view, this icon is disabled and you cannot save changes.
 Help	To view a Help topic about the Properties pane, click this icon at the top of the pane.

Moving Agents to Other Teams or Sites

To move an agent to another team or site:

1. In the **Agent Properties** pane, select **Move Agent** .
2. In the **Move Agent <agent_name> To Following Team** pane, do one of the following:
 - In the list of teams/sites, select the team or site.
 - Enter the team or site name in the **Search** field to quickly find it, and then select it.
3. Click **Apply** .