



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.

Workforce Management Web for Supervisors Help

Properties and Site Associations

Contents

- 1 Properties and Site Associations
 - 1.1 Notification Properties
 - 1.2 Associating Notifications with Sites
 - 1.3 Web for Supervisors Views in Previous Versions of WFM

Properties and Site Associations

When you create email notifications, the Properties and Associated Sites panes become available for you to select the type of notification you want to send, compose the subject and body of the message, and select the sites you want to associate with them. In the Properties tab, there is some prepopulated text in the subject and message body, if you wish to use it.

Notification Properties

After selecting a notification type from the drop-down list, you will find that each of the four notification types has the same sections in the **Properties** tab. However, the information within these sections vary slightly, depending on which notification type you selected.

Tokens

This section contains buttons for inserting tokens into the message body.

Notification of Schedule Modifications—Available tokens related to agent time-off requests are: *Agent, Requested Dates*.

Notification of Schedule Trade Status Changes— Available tokens related to agent schedule trades are: *Proposing Agent, Responding Agent, Requested Dates, Requested Status, Submission Date, Expiration Date*.

Notification of Time-Off Bidding Changes—Available tokens related to time-off bidding requests are: *Agent, Bidding Status, Status Expiration, Bidding Period, Bidding Period Start, Bidding Period End, Team, Site*.

Notification of Time-Off Request Status Changes—Available tokens related to agent time-off requests are: *Agent, Requested Dates, Requested Status, Employee ID, Team, Site, Submit Date, Actual Status*.

Subject

This section contains Genesys-supplied subject text, which you can modify by changing text or inserting tokens.

Notification of Schedule Modifications—The supplied text is "*Message from Genesys Workforce Management: Schedule modification occurred.*"

Notification of Schedule Trade Status Changes—The supplied text is "*Message from Genesys Workforce Management: Schedule trading status changed.*"

Notification of Time-Off Bidding Changes—The supplied text is "*Message from Genesys Workforce Management: Time-Off Bidding status changed to <Bidding Status> for <Agent>.*"

Notification of Time-Off Request Status Changes—The supplied text is "Message from Genesys Workforce Management: Time-Off Request status changed to <Requested Status> <Actual Status>."

Message Body

This area also contains Genesys-supplied body text, which you can modify by deleting/typing over text and inserting tokens.

Notification of Schedule Modifications—The supplied text is "The schedule for <Agent> has been modified for the date(s) <Requested Dates>."

Notification of Schedule Trade Status Changes—The supplied text is "The schedule trade proposal for <Proposing Agent> and <Responding Agent> for the date(s) <Requested Dates> has been updated with the status of <Requested Status>. Trade proposal's submission date is <Submission Date>. It will expire on <Expiration Date>."

Notification of Time-Off Bidding Changes—The supplied text is "Status for agent <Agent> changed to <Bidding Status>. It is applicable to time-off bidding period <Bidding Period> with start <Bidding Period Start> and end <Bidding Period End>."

Notification of Time-Off Request Status Changes— The supplied text is "<Agent> has requested time off for the date(s) <Requested Dates>. The requested time off is currently in <Requested Status> status."

Associating Notifications with Sites

Use this tab to select one or more sites to associate with a notification.

To associate a notification with a site:

- Expand a business unit to display its sites and make your initial selection(s) or change them at any time.

Web for Supervisors Views in Previous Versions of WFM

If the WFM 8.5.2 back end in your environment was deployed prior to release 8.5.203, the Notification properties and site associations are displayed and configured in different views. The version of your interface more closely matches the content below.

To configure notifications of schedule trade status changes, you must have the permission assigned in WFM Web. See [User Security](#) in the *Workforce Management Administrator's Guide* for a description of WFM security roles and associated privileges, and [Creating Roles](#) in this Help.

To bring up the module for notification of schedule trade status changes:

1. Select the **Configuration** tab.

2. Select **Notifications** from the **Views** menu. The **Objects tree** highlights **Schedule Trades Status Changes**. 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**, **Subject**, and **Message Body**. They are described [above](#) for each Notification type. Note that some tokens and supplied text might have been added or changed in the latest release.

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 token.
3. Click the appropriate **token** button. The token 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 business units and/or sites within business units. You can expand business units to display their sites. You can select multiple sites.

Rules for Sending

After a successful save, WFM uses the specified **Subject** and **Body** and the rules listed below when sending notifications to agents and supervisors. The rules for each Notification type are described in [Rules for Sending Notifications](#). Note that the Time-Off Bidding notification is new in 8.5.203.