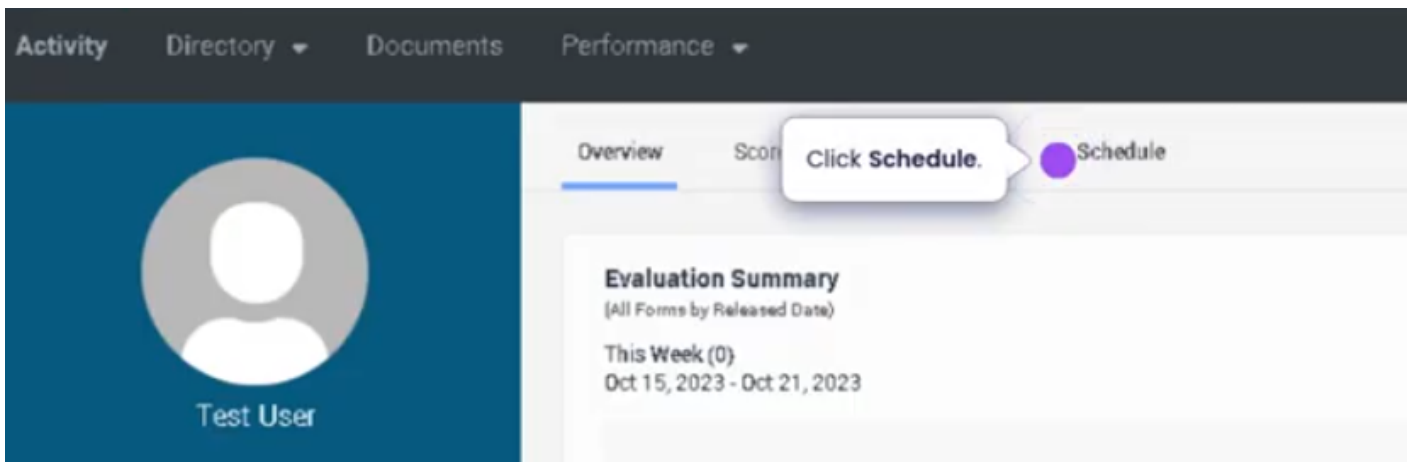
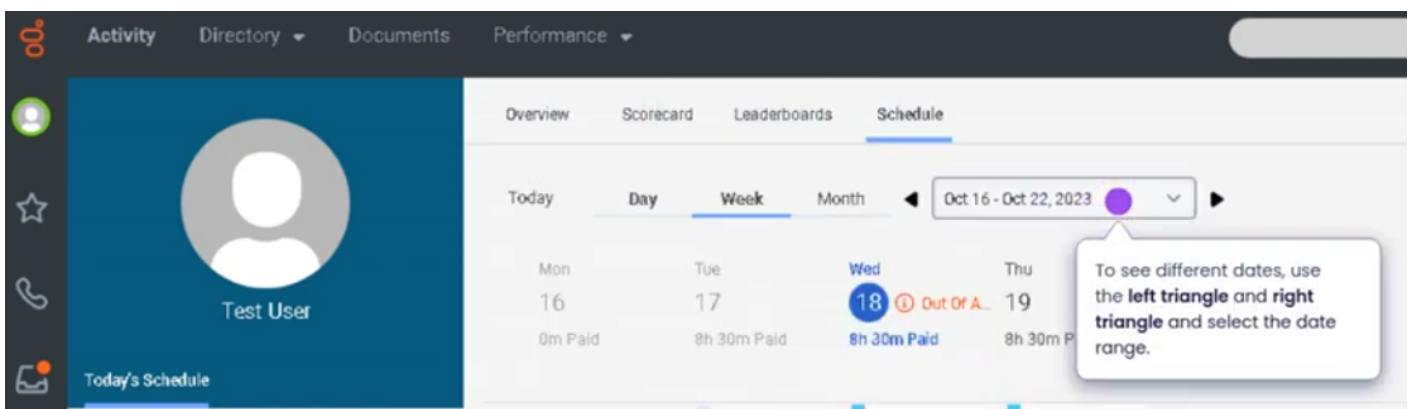


# Genesys Cloud - Admin - My Schedule

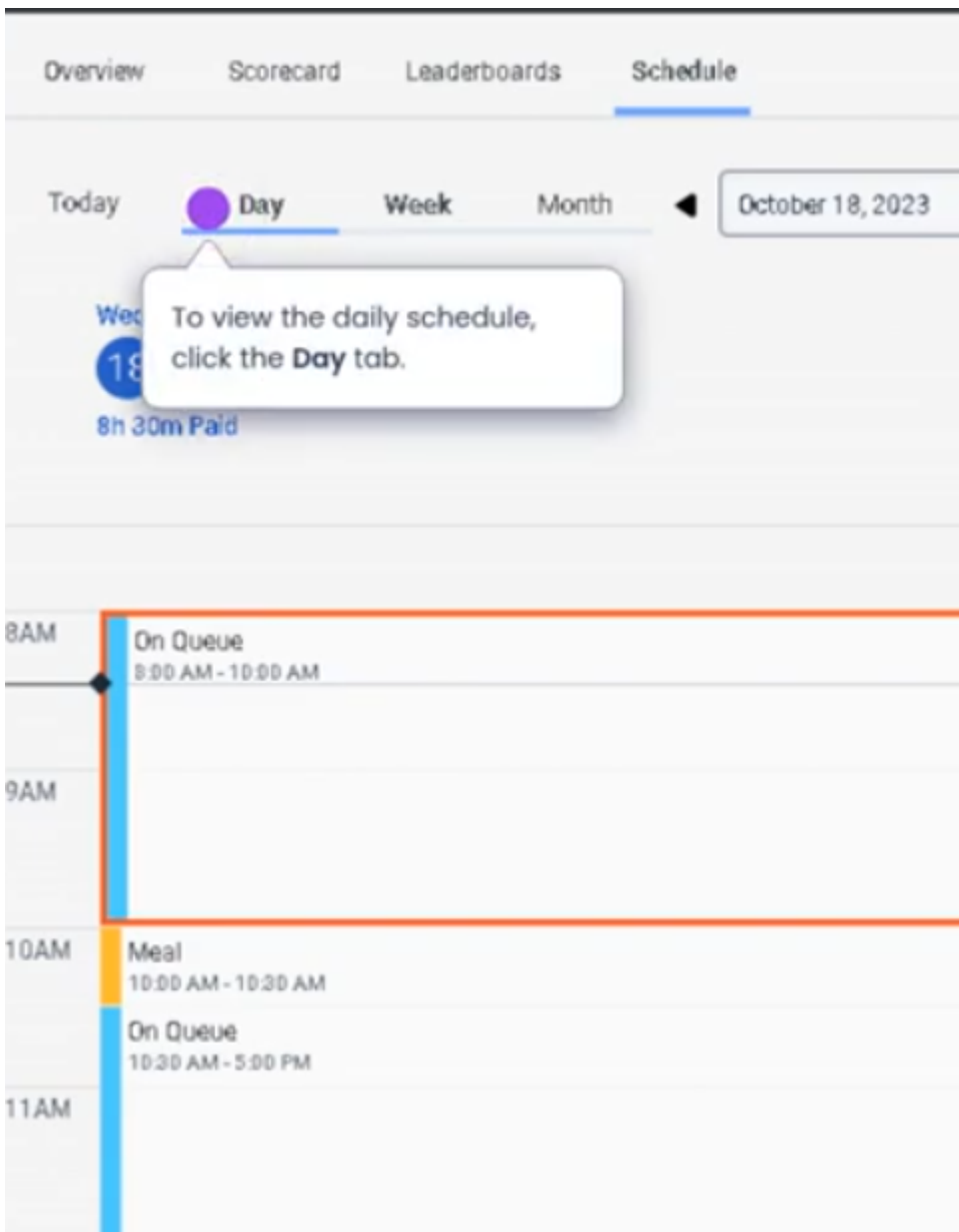
On you profile click on schedule



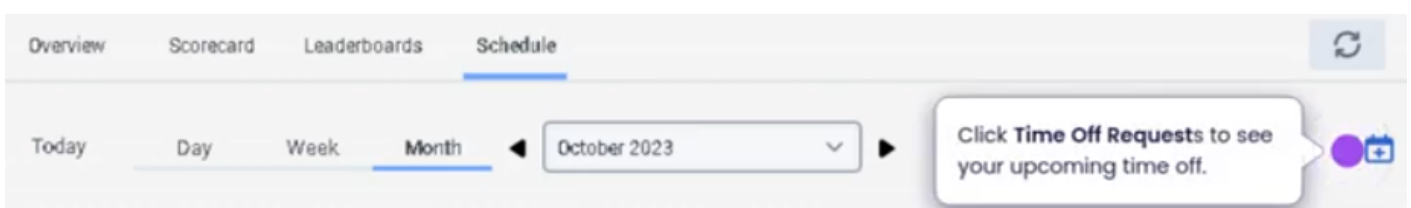
You can navigate with calendar drop down menu



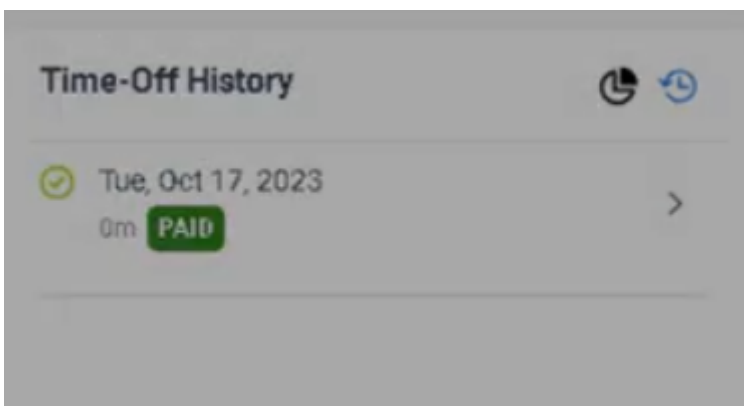
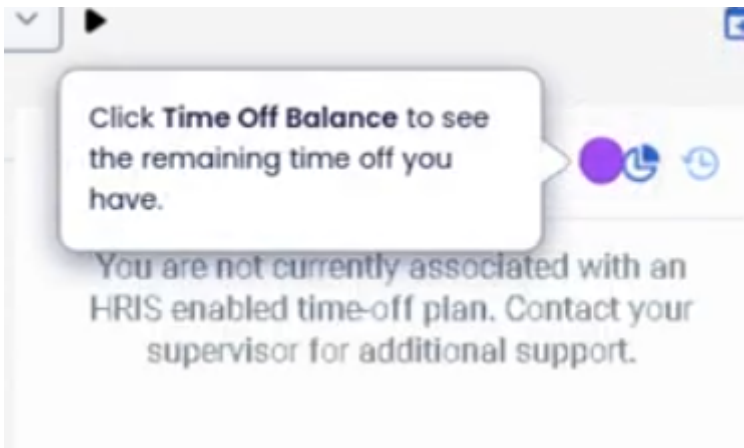
You can also view by day, week, month.



To request time off



# Check time off balance



# My Schedule (Genesys Cloud Workforce Management)

## Definition

**My Schedule** in Genesys Cloud is a Workforce Management (WFM) view that allows an **agent to see their own assigned work schedule and planned activities**. It displays the **time blocks for different activities** such as handling interactions, breaks, meetings, training, or offline tasks.

This view helps agents **understand their daily workload, follow their assigned activities, and maintain schedule adherence**.

Source: Genesys Documentation

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# Summary

Item	Description
Feature	My Schedule
Module	Workforce Management (WFM)
Purpose	Allows agents to view their personal work schedule
Primary Users	Agents
Data Displayed	Scheduled activities, time blocks, and planned tasks

Source: Genesys Documentation

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# Best Practices

Best Practice	Explanation
Check schedule before shift	Helps agents prepare for their workday
Follow assigned activities	Improves schedule adherence and workforce efficiency
Monitor upcoming breaks	Ensures compliance with scheduled rest periods
Stay aware of schedule changes	Schedules may be updated by Workforce Management
Align agent status with scheduled activity	Helps supervisors track adherence accurately

Source: Genesys Documentation / Operational Best Practice

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Revision #2

Created 10 March 2026 16:36:04 by Cesar Gzz

Updated 11 March 2026 21:39:46 by Cesar Gzz