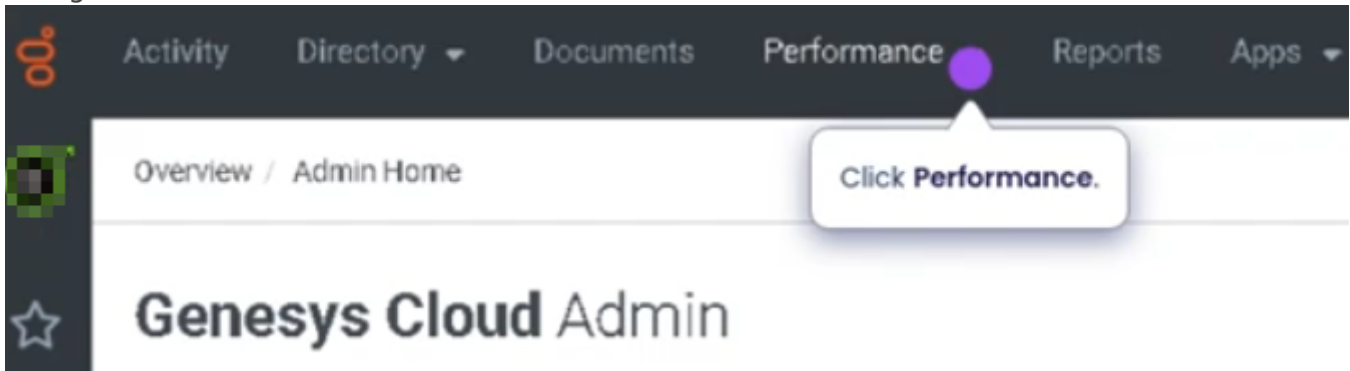
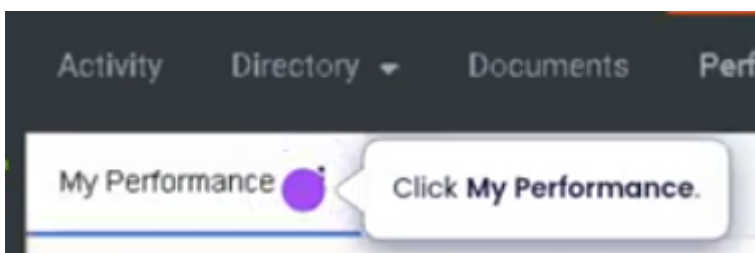
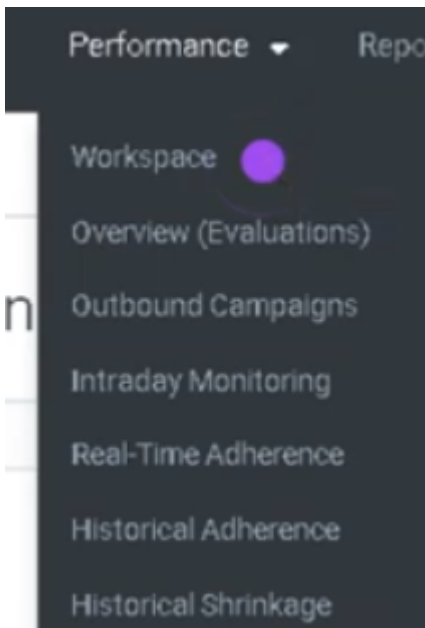


Genesys Cloud - Admin - Your Schedule

Navigate to Performance



Workspace



Schedule tab

My Performance

Performance Statuses Evaluations Interactions **Schedule**

Click the **Schedule** tab.

Activity Directory Documents Performance Reports Apps Admin

My Schedule

Performance Statuses Evaluations Interactions **Schedule** Scorecard Development

Today Day **Week** Month

Oct 16 - Oct 22, 2023

Mon	Tue	Wed	Thu	Fri
16	17 Out Of Adherence	18	19	20
8h 30m Paid	8h 30m Paid	8h 30m Paid	8h 30m Paid	8h 30m Paid

11AM

12PM Meal 12:00 PM - 12:30 PM
On Queue 12:30 PM - 2:30 PM

1PM

2PM Meeting 2:30 PM - 3:00 PM

3PM On Queue 3:00 PM - 5:00 PM

4PM

Your Schedule (Genesys Cloud Workforce Management)

Definition

Your Schedule in Genesys Cloud is a Workforce Management (WFM) view that allows **supervisors or authorized users to see the scheduled activities of another agent**. It displays the **planned work activities assigned to an agent**, such as handling interactions, breaks, meetings, or training sessions.

This view helps supervisors **monitor staffing coverage, verify schedules, and compare planned activities with real-time agent status**.

Summary

Item	Description
Feature	Your Schedule
Module	Workforce Management (WFM)
Purpose	View another agent's assigned schedule
Primary Users	Supervisors, Workforce Managers
Data Displayed	Scheduled activities, time blocks, and assigned tasks

Best Practices

Best Practice	Explanation
Monitor adherence regularly	Compare scheduled activity with the agent's real-time status
Verify coverage during peak hours	Ensure agents are scheduled during forecasted demand
Use schedule views for staffing adjustments	Identify gaps or overstaffing situations
Communicate schedule changes clearly	Inform agents if WFM updates their schedules
Review schedules daily	Helps supervisors proactively manage operations

Source: Genesys Documentation / Operational Best Practice

Revision #3

Created 10 March 2026 16:29:46 by Cesar Gzz

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