Genesys Engage On-Premises Use Cases

Genesys Employee Schedule Preferences (EE10-D) for Genesys Engage on premises

6/6/2026

> **Important**
>
> This use case also supports PureConnect as the WFM product is supported to run on both platforms.

Empower employees with self-administration of their schedule

What's the challenge?

As millennials make up more of your workforce, they want more control in their lives and want to easily self-manage their schedules. Managers want to reduce the time it takes to manage this process as long as the contact center runs efficiently.

What's the solution?

Give employees the control they want. The right web application empowers employees to self-manage their schedules through business rules. Employees can request time off, submit schedule preferences, and manage exceptions — without going through a supervisor or planner.

Other offerings:

PureConnect

Contents

Use Case Overview

Story and Business Context

Within any organization, it is inevitable that employees will need to start their daily shift later than planned or leave for the day earlier than planned, for a variety of reasons (such as lateness, doctor's appointment, or illness).

The Lateness Payback feature of the Genesys Workforce Management solution allows a supervisor or an employee to input the period of time for which they will need to be absent, due to starting later or leaving earlier than planned. This time can now be made up by arriving earlier, departing later, or reducing the length of the employee's meal for the affected day or a future day.

Use Case Benefits*

The following benefits are based on benchmark information captured from Genesys customers and may vary based on industry, lines of business or Genesys product line:

Use Case Benefits	Explanation
Improved Employee Satisfaction	Empower employees by enabling individual schedule adjustments. Prevent unexpected events from impacting employee's business obligations
Reduced Administration Costs	Reduce manual schedule intervention for planners and supervisors

Summary

Supervisors and employees can now insert unpaid, part-day exceptions into schedules to indicate missed work time and insert work intervals into schedules to pay back or recoup it.
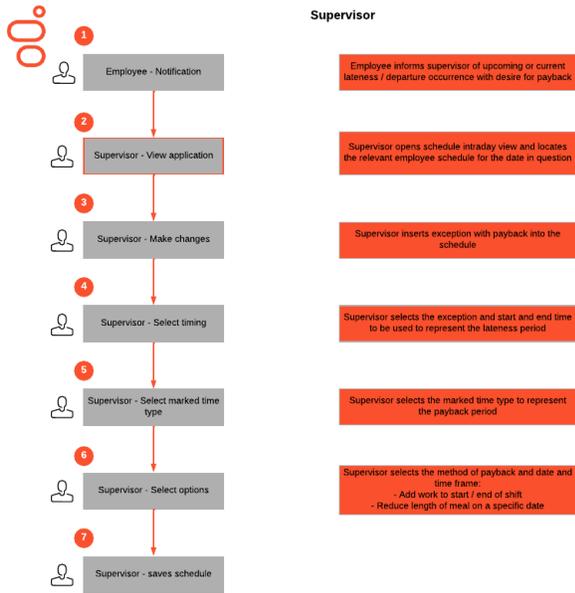
Use Case Definition

Business Flow

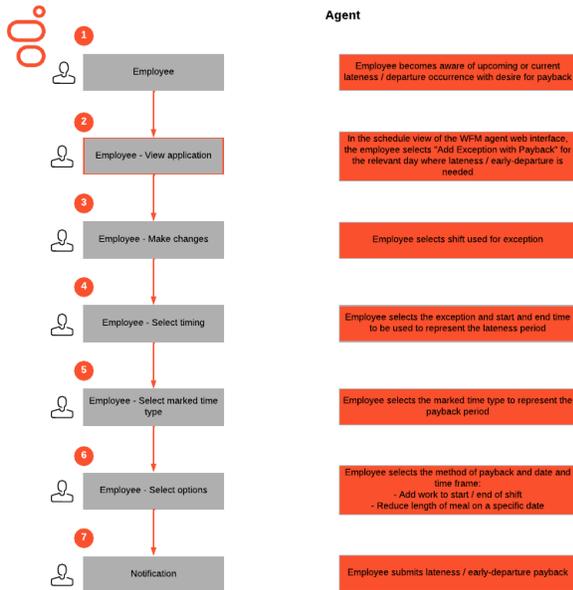The following diagram shows the business flow of the use case:

Business Flow

The following diagram shows the business flow of the use case:

Supervisor

Employee - Notification	Employee informs supervisor of upcoming or current lateness / departure occurrence with desire for payback
Supervisor - View application	Supervisor opens schedule intraday view and locates the relevant employee schedule for the date in question
Supervisor - Make changes	Supervisor inserts exception with payback into the schedule
Supervisor - Select timing	Supervisor selects the exception and start and end time to be used to represent the lateness period
Supervisor - Select marked time type	Supervisor selects the marked time type to represent the payback period
Supervisor - Select options	Supervisor selects the method of payback and date and time frame: - Add work to start / end of shift - Reduce length of meal on a specific date
Supervisor - saves schedule	

Business Flow Description Supervisor:

1. Supervisor is notified by employee of upcoming or current lateness/early-departure occurrence with desire for payback.

2. Supervisor opens Schedule Intraday view and locates the relevant employee schedule for the date in question.

3. Supervisors inserts Exception with Payback into the employee's schedule.

4. Supervisor selects the Exception and start and end time to be used to represent the lateness period.

5. Supervisor selects the Marked Time type to represent the payback period.

6. Supervisors select method of payback and date and time frame:

   • Add work to start/end of shift

   • Reduce length of meal on a specific date

7. Supervisor saves schedule.

Step		Agent
1	Employee	Employee becomes aware of upcoming or current lateness / departure occurrence with desire for payback
2	Employee - View application	In the schedule view of the WFM agent web interface, the employee selects "Add Exception with Payback" for the relevant day where lateness / early-departure is needed
3	Employee - Make changes	Employee selects shift used for exception
4	Employee - Select timing	Employee selects the exception and start and end time to be used to represent the lateness period
5	Employee - Select marked time type	Employee selects the marked time type to represent the payback period
6	Employee - Select options	Employee selects the method of payback and date and time frame: - Add work to start / end of shift - Reduce length of meal on a specific date
7	Notification	Employee submits lateness / early-departure payback

Business Flow Description Agent:

1. Employee becomes aware of upcoming or current lateness/early-departure occurrence with desire for payback.

2. In the Schedule view of the WFM Agent Web interface, the employee selects "Add Exception with Payback" for the relevant day where lateness/early-departure is needed.

3. Employee selects Shift Used For Exception.

4. Employee selects the exception and start and end time to be used to represent the lateness period.

5. Employee selects the Marked Time type to represent the payback period.

6. Employee selects the method of payback and date and time frame:

   - Add work to start/end of shift

   - Reduce length of meal on a specific date

7. Employee submits lateness/early-departure payback.

Business and Distribution Logic

Business Logic

Marked Time types representing lateness payback time need to be configure with the "Use to Mark Payback" option selected.

Exceptions to be used to define the lateness/early-depature itself must be configured in accordance with:

- Unpaid

- Partial Day

- Breaks-over-Exceptions are NOT allowed

- Agent Initiated selected with NO date range defined

Distribution Logic

N/A

User Interface & Reporting

Agent UI

Agents access the WFM Web Agent UI with a supported browser. There is no Java in this UI. See Supported Operating Environment Guide for specific browser support.

Reporting

Real-time Reporting

N/A

Historical Reporting

The Genesys Workforce Management product contains a number of out-of-the-box historical reporting elements. Details can be found in the Workforce Management Administrator Guide.

Customer-facing Considerations

Interdependencies

All required, alternate, and optional use cases are listed here, as well as any exceptions.

All of the following required:	At least one of the following required:	Optional	Exceptions
None	**Workforce Engagement** • Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26)	None	None

General Assumptions

Assumptions for PureConnect customers running Genesys Workforce Management

Genesys Workforce Management v8.5.206 or higher

PureConnect Platform Assumptions:

The dependency use case covers the PureConnect Platform-specific assumptions.

Please be advised that Genesys Back office Scheduling (EE26) is currently not a dependency for this use case for PureConnect. The prerequisites for this use case on PureConnect are Genesys Workforce Management for Voice (EE01) and Genesys Omnichannel Workforce Scheduling (EE02)

- PureConnect GWFM Connector is required to utilize Genesys WFM on PureConnect

Other Assumptions

The customer has the requirement or desire to use this element of advanced WFM. The Inbound Voice use case is a pre-requisite of the base WFM package, including the definition of Queues, Stats, Agents & Skills. Because the WFM Web Supervisor uses Java, both JRE and Tomcat are requirements. See Supported Operating Environment Guide for specific versions.

Document Version

- Version **v 1.1.2** last updated **June 6, 2026**