

# Navigating the Genesys User Interface

The screenshot displays the Genesys user interface for a supervisor named Charlotte Purdue. The interface is divided into several sections:

- Navigation Bar:** Includes tabs for Activity, Directory, Documents, Performance, Reports, Apps, and Admin. On the right, there are controls for Universal search, Alerts, and an On/Off queue toggle.
- Left Sidebar:** Contains icons for Profile, Favorites, Chat, Video chat, Phone, Inbox, Agent assist, Customer Interactions, Apps, and Help.
- User Profile:** Shows the user's name, title (Supervisor), and a profile picture.
- Today's Schedule:** A list of activities for the current day, including On Queue, Break, Training, and Meal, with durations and times.
- Evaluation Summary:** Displays performance metrics for the current week and month, both showing 0% completion.
- Scorecard Summary:** Shows performance trends (4 Week and 13 Week), Daily Points Total (0), All Time Total Points (5,151), and Day of Week Average.
- Assigned Modules:** Lists training modules such as 'Beyond: Best Practices - Customer Service Representatives' and 'Demo\_Team Briefing', with their status and completion percentages.



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