1. Go to Admin and select from the People & Permissions > People

# Genesys Cloud Admin

Account Settings	People & Permissions	Directory
Organization Settings	Authorized Organizations	Groups
	People	Work Teams
	Roles / Permissions	Locations
	Divisions	Profile Fields

2. You can search for the employee via the Search field in the top right corner

eople	Act	ive and Inactiv	e People		Ĺ	3 ~	Search +	1					
oles / Permissions	¢	Add Person & Bulk Import			ite 👻 More Actions 👻	- I	0					) people selected	
uthorized Organizations		Name		Active	License	Last Login	Roles	Email	Division	Welcome Sent	Work Team		
visions										Cont	roun		
				~	Cloud CX 3, eMite, 🖈	2/13/2023	5		Home	9/29/2021			
				*	Cloud CX 3, 🗙	11/9/2022	2		Home	Never			
				~	Cloud CX 3, eMite, 🕇	3/17/2023	2		Home	6/8/2022			
				~	Cloud CX 3, eMite, 🖈	2/21/2022	28		Home	1/20/2020			
				•	cioud CX 5, emite, **	5/21/2025	20		Tiome	1/20/2020			
				~	Cloud CX 3, eMite, 🖈	Never	28		Home	9/7/2022			
				~	Cloud CX 3, eMite, ★	9/7/2022	21		Home	9/7/2022			

3. Once you have found the employee, click on the name to edit (or select from the three dots to the right of the name "Edit")

eople	Acti	ive and Inactive People		search - tw							
Roles / Permissions	O Add Person										select
Authorized Organizations		Name	Active	License	Last Login	Roles	Email	Division	Welcome Sent	Work Team	
livisions		TW Adrian MORGAN - 11345	~	Cloud CX 3 Digital	Never	2		Home	Never	TEAM23 - Paul Smith	
		TW Alan STEWART	~	Cloud CX 3 Digital	Never	2		Home	Never	TEAM23 - Paul Smith	
		TW Amanda FORSYTH	~	Cloud CX 3 Digital	Never	2		Home	Never	TEAM23 - Paul Smith	

4. You should now see the Users Information

# Genesys Cloud CX | Add/Modify Hire Dates

#### 5. Select "Person Details"

bles Division	& Licenses	View Permissions	Phone ACD Skills	Queues	Utilization	Person Deta	ails		
						View :	Assigned 🗸		ch C
Name	Туре	Description	Divisions				Group Inherita	nce	Assigned
employee	Base	Directory - Employee	Home 📝						
WEM Agent	Custom		Home 📝						

### 6. Select the "View Edit Mode"

Roles Division & Licenses	View Permissions Phone	ACD Skills Queues	Utilization	Person Details	
View Edit Mode		Q			
	TW Ad	drian MORG	AN - 11	345	
		0	9		

# 7. Now go and select the "Add new section" button

Roles Division	& Licenses	view Permissions	Phone	ACD Skills	Queues	Utilization	Person Details	
View Public Pr	ofile							
ß					C	2		
		T١	N Adr	ian M	ORGA	N - 113	345	
				Title	Department			
				ſ				
				+ Add	new section			

### Genesys Cloud CX | Add/Modify Hire Dates

#### 8. Now that the new sections are displayed, select the "HR" tile

Roles	Division & Licenses	View Permissions	Phone	ACD Skills	Queues	Utilization	Person Details	
₽		T)	W Adı	rian M	ORGA	N - 113	345	
				Title	Department			
				C	-6			
				¥ Add	I new section			
		person_cust	om_id person	_banking_infper	son_callback_o	de <b>Reils</b> tionships	Groups	
		Location	Skill: Certific		lucation	Biography	HR	
					Agent			

9. Once you have selected the "HR" tile, you will see additional employee information and the Hire Date. By selecting "Edit" in the right corner, you will be able to add/change information.

Roles	Division	& Licenses	View Permissions	Phone	ACD Skills	Queues	Utilization	Person Details	
					Title	Department			
						- 🖻			
					+ Add	new section			
		Contact	Information		Edit	HR			Edit
		Main Ema	il		mary	Offici	al Name		
				PIR	mary	Empl	oyee ID		
						Empl	oyee Type		
						Hire [	Date		
						Emer	gency Conta	ct Info	

## Genesys Cloud CX | Add/Modify Hire Dates

Roles	Division & Licenses	View Permissions	Phone	ACD Skills	Queues	Utilization	Person Details	
				3	- [2			
				<b>∔</b> Add	new section			
	Contact	Information		Edit	HR			E
	Main Ema	il	Pri	mary		ial Name Ioyee ID		
					Empl Full-ti	loyee Type me		
					Hire 1 03/24	Date 4/2023		