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# Workforce Management Web for Agents Help

Workforce Management 8.5.1



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# Workforce Management 8.5 Web for Agents



Workforce Management (WFM) Web for Agents WFM Web for Agents

WFM Web for Agents

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WFM Web for Agents

WFM Web for Agents

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WFM Web for Agents

WFM Web for Agents

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WFM Web for Agents

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WFM Web for Agents



Workforce Management (WFM) Web for Agents

WFM Web for Agents 2

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WFM Web for Agents

Tab "WFM" Enter Space

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WFM Web for Agents

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WFM Web for Agents

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WFM Web for Agents

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Decorative diamond icons

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## WFM Web Decorative diamond icons

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## Workforce Management (WFM) Web for Agents

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## WFM Web

Microsoft Internet Explorer Firefox Mozilla JavaScript Web iPhone 4 (iOS 5) WFM Web GUI

### WFM Web for Agents URL (Web)

1. WFM Web for Agents URL
2. URL



WFM Web 1024 x 768

WFM Web 1 ([ > ] **Ctrl+N** WFM Web 2

1 WFM Web WFM Web



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WFM Web ?

WFM GUI ?

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**WFM Web** ?

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Workforce Management (WFM) Web GUI [ ] GUI

Web for Agents [ ] ( )

Web for Agents Mobile [ ]

**Personal** Shared Transport Exception Totals

Agent Name: Person703 Person703  
 Employee ID: Person703  
 Contract: None  
 Hire Date: Apr 18, 2011  
 Site:  
 Team: <None>  
**Last Login: Feb 13, 2014 8:18:26 PM**  
 Time Zone: Site

**Themes**

The screenshot shows a detailed view of an agent's profile in the Genesys WFM system. The 'Personal' tab is selected. A red rounded rectangle highlights the 'Last Login' and 'Time Zone' fields. Below the profile information, there is a 'Themes' section and a calendar view showing agent activity and exceptions for a specific date.







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< 2012 October 29 - 2012 November 4 ◆◆◆◆◆ >

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101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116

117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200

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▶ Personal
Shared Transport
Exception Totals

Agent Name: Ag1 Ag1

Employee ID: Ag1

Contract: None

Hire Date: 3/9/07 8:00 PM


Site:

Team: <None>

Last Login:

Time Zone: Site ▼

**Themes**



Site

Site

MIT (GMT -11:00)

HST (GMT -10:00)

AST (GMT -09:00)

PST (GMT -08:00)

PNT (GMT -07:00)

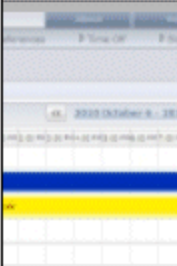
MST (GMT -07:00)

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