GENESYS™

Genesys Engage cloud Agent's Guide

Workforce Management 8.5.1

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Welcome to Workforce Management (WFM) 8.5.1 Web for Agents Help. Use this page to go directly to the information you need, or use the Table of Contents to take a step-by-step tour of all the features and functions in Genesys Workforce Management Web for Agents.

> ## Important
> If you are using Workforce Management 8.5.2, refer to the Workforce Management Agent Help.

Getting Started

Become familiar with WFM Web for Agents

Login Timestamp

Menu Options

Changing the Date

Logging Out

Scheduling and Trading

Adjust your schedule, make schedule trades

My Schedule Pane

Other Schedules Pane

Trading Road Map

Trading Windows for Specific Tasks

Availability and Preferences

Use availability patterns, add preferences, request time off

Availability Patterns

Changing Your Preferences

Requesting and Editing Time Off

Bidding and Configuration

Use schedule bidding, configure WFM Web for Agents

Bidding Scenarios

Bidding Assignments and Details

Configure Your Personal Pane

Configure Shared Transportation