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# Workforce Management Administrator's Guide

[Overview](#)

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# Overview

Genesys Workforce Management (WFM) provides a sophisticated package of contact-center management tools. It provides additional value through its tight integration with Genesys Framework and Genesys Routing. Key functionality is presented through a web interface, which increases its accessibility and flexibility.

WFM is a strategic asset in advancing your goals of providing the highest-quality customer service for the best value. In today's contact center, interactions take a multitude of forms, and agents may have a broad variety of skills. WFM creates forecasts and schedules for multi-skilled agents who are handling interactions in a variety of media, as well as for a more traditional single-skilled agent pool handling mostly voice interactions.

WFM enables Supervisors to create proposed future schedules, Agents to bid on those schedules, and Supervisors to integrate the bids into real schedules.

WFM enables agents to request time off and specific working hours, and also to trade schedules with other agents, without sacrificing optimal staffing levels. Flexible agent scheduling can help improve agent retention, resulting in fewer new hires who require training before they can become effective promoters of your business.

WFM provides real-time contact-center performance and agent-adherence monitoring. You can immediately adjust the number of agents working on a specific activity if you see that the service-level statistics for that activity have fallen out of the acceptable range. Or, if the service levels are more than satisfactory, you can encourage agents to spend additional time upselling new products, move them to another activity, or even give them time off.

The sections in this chapter give a high-level overview of the Genesys WFM features and functions. The final section, "New Features in 8.1.1" on page 38, presents recent additions and changes to WFM functionality that may be of particular interest to those migrating from an earlier release of Genesys WFM.

## *Topics that might be of interest:*

- [Important WFM Features](#)
- [High Availability](#)
- [Integration](#)
- [New In this Release](#)