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# Workforce Management Administrator's Guide

Workforce Management 8.1 Administrator's Guide

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# Workforce Management 8.1 Administrator's Guide

Welcome to the Workforce Management 8.1 Administrator's Guide. This document introduces you to the concepts, terminology, and procedures relevant to Genesys Workforce Management.

## Tour the WFM Localization Topics

[Link to video](#)

Find the information you need by clicking the topic links below or by using the Table of Contents in the left-side navigation bar.

### Orientation

Find information that will help you to understand how Workforce Management works.

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[Overview](#)

[Architecture](#)

[Integration](#)

[High Availability](#)

### Deployment

Find procedures that will help you to deploy WFM manually or by using wizards.

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[Planning](#)

[Installing Workforce Management](#)

[Starting and Stopping WFM](#)

### Daily Operations

Find information about setting up and performing WFM Daily Operations in your environment.

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[Scheduling](#)

[Forecasting](#)

[Monitoring](#)

[Calendar Management](#)

### Localization

Find procedures and other information about how to localize your WFM deployment.

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[Genesys Localization \(Language Packs\)](#)

[Self-Localization](#)