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Workforce Management Administrator's Guide

WFM Primers

5/9/2025

WFM Primers

Workforce Management primers provide detailed information about certain Workforce Management (WFM) functions and features and suggest ways in which you might use them in your deployment to optimize the efficiency of your contact center.

Primers contain suggestions and example, which may or may not be applicable to your environment, but the information is provided to help you to make the best choice, based on these recommended uses and applications.

Primers are provided for these important WFM features:

Multi-Forecasting

Time Off

Overlays