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Workforce Management Web for Agents Help (Classic)

Workforce Management 8.5 Web for Agents Help (Classic)

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Workforce Management 8.5 Web for Agents Help (Classic)

Welcome to Workforce Management (WFM) Web for Agents Help (Classic). 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.

Getting Started

Become familiar with WFM Web for Agents.

[Login Timestamp](#)

[Menu Options](#)

[Changing the Date](#)

[Logging Out](#)

Scheduling and Trading

Adjust your schedule and 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, and request time off.

[Availability Patterns](#)

[Changing Your Preferences](#)

[Requesting and Editing Time Off](#)

[Deleting and Recalling Time Off](#)

Bidding and Configuration

Use schedule bidding and configure WFM Web for Agents.

[Bidding Scenarios](#)

[Bidding Assignments and Details](#)

[Configure Your Personal Pane](#)

[Configure Shared Transportation](#)