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Workforce Management Agent Help

Workforce Management 8.5 Agent Help

12/19/2025

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 - 1.1 Take a tour of the WFM Agent UI.

Workforce Management 8.5 Agent Help

Welcome to Workforce Management (WFM) Agent 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 available in the WFM Agent application.

Take a tour of the WFM Agent UI.

[Link to video](#)

Watch the video for a preview of the features and controls in the WFM Agent UI.

Note that some features might not be enabled in your contact center.

Getting Started

Become familiar with the WFM Agent UI:

[Log in and out](#)

[Menu options and settings](#)

[Change the date](#)

Scheduling and Trading

View and adjust your schedule, propose schedule trades, view other agents' schedules:

[My schedule](#)

[My schedule details](#)

[Other schedules](#)

[Create trade proposals](#)

Availability and Preferences

Use availability patterns, add preferences, and manage time-off requests:

[Availability patterns](#)

[Change your preferences](#)

[Request, edit, delete, and recall time off](#)

Bidding and Configuration

Use schedule bidding and configure WFM Agent:

[Bidding scenarios](#)

[Bidding assignments](#)

[Change personal information](#)

Use shared transportation