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Workforce Management Web for Agents Help (Classic)

[Overview](#)


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Overview

Use this Help to find all of the information you will need to understand the features in Workforce Management (WFM) Web for Agents and how it functions.

In the WFM Web for Agents window, there are two Help commands:

- To access the entire Help file, click **Help** on the menu bar (to the left of Log Out). The help window that appears includes a table of contents on the left, which provides access to all help topics.
- To access context-sensitive help, click the **Help** icon () at the top right of the WFM window itself (below **Log Off**). The help window that appears has no table of contents, and displays only the topic that describes the WFM dialog box or window that you are currently using.

Keyboard and Audio Navigation

Instead of using a mouse to click commands, you can press the Tab key to move the "focus" to the command that you want to execute, and then press **Enter** or the **Spacebar**.

WFM Web for Agents is compatible with the speaking tool JAWS 8. Consult the JAWS 8 manual for details about its functionality and operation.

Links to Other Topics

Inside help topics, underlined words and phrases are links to other topics. Click any link to go directly to the related topic.

To return to the topic from which you jumped, click your browser's **Back** button or press **Backspace**.

Touring All Features

Click any topic in the Table of Contents at left side of the Help window to read about the corresponding feature.

Or you can click the links in the [Learning About WFM Web](#) section to begin exploring particular Help sections.

To find specific information, use the search function at the top of any page to search the Help or click the **Search this site** check box below the **Search** field to find related information in other documents.

Printing this Online Help

If you prefer to print the Help rather than use it online, complete the following steps:

1. In the Navigation pane, at the bottom of the Table of Contents, click **PDF Version**.
 2. When the dialog opens, select:
 - **Open with** to select the application, with which you want to view and print the Help. Adobe Acrobat v9 is recommended.
 - **Save File** to save the Help to a folder on your computer.
- When the download is complete, navigate to the folder in which you saved the .pdf file and use the Print function in your application to print the file, or open and view the file on your computer offline.

Learning About WFM Web

To learn about WFM Web, click one of the links below:

Topic	Description
Getting Started	Summarizes browser and WFM Web basics, including how to log in and log off.
Schedule	Describes the Schedule window display.
Bidding	Explains how to review and respond to a bidding scenario.
Trading	Explains how to create, review, and respond to schedule trading proposals.
Preferences	Explains how to view, add, and edit Preferences in WFM Web.
Time Off	Describes the Time Off view and explains how to add, edit, or delete time-off requests.
Configuration	Describes the information about you that appears in the Configuration window.
About	Explains how to identify which WFM Web release you are using.