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Workforce Management Administrator's Guide

Daily Operations

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Daily Operations

After deploying Workforce Management (WFM), there are many tasks that, as a workforce administrator, you will need to perform regularly and sometimes on a daily basis. These topics provides information about setting up and performing these daily operations in your environment.

Scheduling

Performance, Adherence, Reports

Forecasting

User Security

Calendar Management

Time-Off Bidding (see also the [Time-Off Primer](#))

Task Sequencing

E-mail Notifications

Scheduling Meals & Breaks

Enabling WaitLists

Tracking Overtime