Workforce Management Web for Supervisors Help

Workforce Management 8.5 Web for Supervisors (Classic) Help

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Welcome to Workforce Management (WFM) Web for Supervisors (Classic) 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 in WFM Web for Supervisors.

Tip

WFM has a new interface for the Forecast module. If you have landed on this page by accident and are using the new Supervisors interface, see *Workforce Management Supervisor Help*, which describes the new Forecast module.

Getting Started

Learn about WFM controls, setting the date, and finding agents in large tables.

Date Selectors

Finding Agents in Tables

Controls in the Supervisor's Window

Policies and Configuration

Create your policies, organizational objects, and security roles.

Exceptions

Time-Off Rules

Contracts

Rotating Patterns

Calendar and Trading

Create calendar items, set time-off limits, and manage schedule trade requests.

Calendar Items

Time-Off Limits

How Trading Works

Forecast and Schedules

Create Forecasts and scenarios, Schedules and scenarios (Master and Intra-Day).

New Forecast Wizard

Forecast Scenarios

Performance, Adherence, and Reports

Monitor performance and set alerts, calculate adherence per-channel, and create reports.

Performance Monitor

Performance Alerts

Adherence Calculations

Adherence Per-Channel

Create and Generate Reports