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# Workforce Management Web for Agents Help

Workforce Management 8.5.2

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# Workforce Management 8.5 Web for Agents



Workforce Management (WFM) Web for Agents  
WFM Web for Agents

WFM Web for Agents

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WFM Web for Agents

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WFM Web for Agents



Workforce Management (WFM) Web for Agents

WFM Web for Agents

- “ ”
- WFM ( ) WFM



Tab " " Enter

WFM Web for Agents JAWS 8 JAWS 8



“ ” Backspace



“ ” “ ”



WFM Web

“ ”



- “ ” “ ” PDF
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

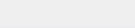



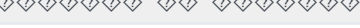

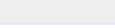



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## WFM Web

### WFM Web

	
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## Workforce Management (WFM) Web for Agents

- iPhone
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## WFM Web

JavaScript Web Microsoft Internet Explorer Firefox Mozilla  
WFM Web iPhone 4 (iOS 5) WFM Web GUI

WFM Web for Agents URL Web

1. WFM Web for Agents URL
2. URL

### Important

1024x768 WFM Web

Genesys WFM Web  
> **Ctrl+N** WFM Web

WFM Web WFM Web



WFM Web





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Agent Agent Mobile WFM Web GUI



**WFM Web**









WFM Web for Agents

## Important

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- WFM Web







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### Tip

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WFM Web for Agents “ ”



















































































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WFM

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Tip

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WFM



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### Important

Row of 28 diamond icons, with the 17th icon highlighted in red and followed by a quote icon and 11 more diamond icons



1. Row of 16 diamond icons
2. Row of 2 diamond icons followed by a quote icon and 25 diamond icons
3. Row of 28 diamond icons, with the 10th and 11th icons highlighted in red

### Important

Row of 28 diamond icons, with the 17th icon highlighted in red and followed by a quote icon, a red diamond icon, another quote icon, and 11 more diamond icons

4. Row of 16 diamond icons, with the 10th icon highlighted in red, followed by a quote icon and 17 diamond icons





1. 
2. 
3. 
4. 




























[Personal](#)    Shared Transport    Exception Totals

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Agent Name: Ag1 Ag1  
 Employee ID: Ag1  
 Contract: None  
 Hire Date: 3/9/07 8:00 PM  
 Site:  
 Team: <None>  
 Last Login:  
 Time Zone:

**Themes**



Site

Site

MIT (GMT -11:00)

HST (GMT -10:00)

AST (GMT -09:00)

PST (GMT -08:00)

PNT (GMT -07:00)

MST (GMT -07:00)

CST (GMT -06:00)

EST (GMT -05:00)

IET (GMT -05:00)

PRT (GMT -04:00)

