



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Engage cloud Agent's Guide

Workforce Management 8.5.1

12/17/2025

# Workforce Management 8.5.1

Welcome to Workforce Management (WFM) 8.5.1 Web for Agents 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 Genesys Workforce Management Web for Agents.

## Important

If you are using Workforce Management 8.5.2, refer to the [Workforce Management Agent Help](#).

### Getting Started

Become familiar with WFM Web for Agents

---

[Login Timestamp](#)

[Menu Options](#)

[Changing the Date](#)

[Logging Out](#)

### Scheduling and Trading

Adjust your schedule, make schedule trades

---

[My Schedule Pane](#)

[Other Schedules Pane](#)

[Trading Road Map](#)

[Trading Windows for Specific Tasks](#)

### Availability and Preferences

Use availability patterns, add preferences, request time off

---

[Availability Patterns](#)

[Changing Your Preferences](#)

[Requesting and Editing Time Off](#)

### Bidding and Configuration

Use schedule bidding, configure WFM Web for Agents

---

[Bidding Scenarios](#)

[Bidding Assignments and Details](#)

[Configure Your Personal Pane](#)

[Configure Shared Transportation](#)