GENESYS™

Genesys Engage cloud Workforce Management 8.5.1 Guide

Administrator Tasks

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Administrator Tasks

As a supervisor using Workforce Management (WFM), you might sometimes be required perform workforce administration tasks to manage the day-to-day operations in your contact center. The following topics in the Administrator's Guide provide information that will help you to perform these daily tasks efficiently:

- Scheduling
- Forecasting
- Monitoring performance and adherence
- Managing user security
- Calendar management
- Using time-off bidding
- Using task sequences
- Using e-mail notifications
- Scheduling breaks and meals
- Enabling wait-lists
- Managing overtime