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Genesys Engage cloud Workforce Management 8.5.1 Guide

Administrator Tasks

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Administrator Tasks

Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

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](#)