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Workforce Management Administrator's Guide

WFM Daily Operations

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After deploying Workforce Management (WFM), there are many tasks that, as a workforce administrator, you will need to perform on a daily basis. These topics provides information about setting up and performing these daily operations in your environment.

WFM Daily Operations

- Scheduling
- Performance
- Adherence
- Reports

WFM Daily Operations

- Forecasting
- User Security
- Calendar Management