**GENESYS**™

# Workforce Management Administrator's Guide

## About Workforce Management

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Genesys Workforce Management (WFM) is designed to provide contact center managers with the tools they need to better manage their workforce. The product offers the ability to create accurate staffing plans that take into account not only projected contact volumes and average handle times, but also the various skills and skill levels of their agent population. This is achieved through advanced forecasting, scheduling, contact-center performance monitoring, and real-time agent adherence capabilities.

Genesys Workforce Management has been designed to integrate tightly with the Framework components of the Genesys Customer Interaction Management Platform. Agents and their skill sets are entered and maintained in Genesys Configuration Manager, so there is no need to re-enter this information in a stand-alone workforce management application. This integration also allows contact centers to leverage real-time statistics, contact-center performance, and agent adherence data across all communication channels.

Designed for the true multi-media, multi-site environment, Genesys Workforce Management provides optimal schedules for multi-skilled agents who may handle customer interactions of different media types. Agent preferences, skills, proficiency, customer segmentation, historical trends, such as e-mail response times, and outbound call lengths are all considered within the forecast, schedule, and adherence components.

Review these additional topics to get a high-level overview of Workforce Management: Review these additional topics to get a high-level overview of Workforce Management:

Overview

Architecture

Integration

High Availability