GENESYS™

Workforce Management Administrator's Guide

New In This Release

4/9/2025

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This topic contains a brief description of new features in the Genesys Workforce Management (WFM) 8.5 release.

Multi-Channel Adherence

WFM supports multiple media channels to track agent real-time states in the Web for Supervisors Adherence module; WFM Agent Adherence and Agent State reports now include historical multi-channel agent states and non-adherence events for each channel separately.

For more information about this feature, see Monitoring Workforce Performance and Adherence and How WFM Calculates Adherence

Time-Off (Vacation) Bidding

Time-off requests are processed within a configured bidding period for selected date ranges. When this feature is enabled (default, WFM delays granting agent time-off requests (that fall within the bidding period) until the processing date for that bidding period. On that date WFM grants time-off requests, based on seniority and/or rank. If there are available slots in time-off limits, WFM processes any time-off requests that were not granted, based on their submission order.

For more information about this feature, see Time-Off Bidding.

Single Sign-On

Genesys Platform on Demand (PoD) users (administrators, supervisors and agents) can now use a Single Sign-On (SSO) interface, which acts as a portal to the underlying Genesys components, including WFM. SSO provides a unified and simplified user experience without restricting the functionality of the underlying systems. Users navigate to a central landing page (Genesys Hub) that contains links that point to various Genesys platforms, based on their level of access permissions. For example, administrators see different links than supervisors or agents. Administrators or supervisors provide their agents with the landing page URL. SSO simplifies user provisioning for administrators and provides a unified security model for all users. **See more.. [+]**

Genesys Hub is the main access point to all Genesys Engage cloud user interfaces. Interfaces on the Hub are divided into three separate categories that can be separated by clicking corresponding category links at the top of the Hub:

- User interfaces—User interfaces are standard Contact Server user interfaces, such as Desktop, Workforce Management, and Reporting. These interfaces can be used by Contact Center agents, supervisors, and managers.

- Administration interfaces—Administration interfaces can be used by Contact Center administrators, supervisors, and managers to configure users, resources (such as IVR), and applications based on their roles.

- Support interfaces—Support interfaces can be used by authorized Contact Center administrators to submit requests with Genesys Customer Care and to view service status and schedule.

Supported Operating Systems and Browsers

- Microsoft Windows Server 2012, native 64-bit

- Microsoft Internet Explorer, version 11

A complete list of the operating systems and databases that are supported by WFM can be found in the *Genesys Supported Operating Environment Reference Manual*.