



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Administrator's Guide

Workforce Management 8.5 Administrator's Guide

4/21/2025

Workforce Management 8.5 Administrator's Guide

Welcome to the Workforce Management 8.5 Administrator's Guide. The topics in this guide introduce you to the concepts, terminology, and procedures relevant to Genesys Workforce Management.

Find the information you need by clicking the topic links below or by using the Table of Contents in the left-side navigation bar.

Orientation

Find information that provides an overview of Workforce Management.

[Overview](#)

[Architecture](#)

[Integration](#)

[High Availability](#)

Deployment

Find procedures that will help you to deploy WFM manually or by using wizards.

[Planning](#)

[Installing Workforce Management](#)

[Starting and Stopping WFM](#)

[Using ETL Database](#)

Daily Operations

Find information about setting up and performing WFM Daily Operations in your environment.

[Scheduling](#)

[Forecasting](#)

[Monitoring](#)

[Calendar Management](#)

Localization

Find procedures and other information about how to localize your WFM deployment.

[Genesys Localization \(Language Packs\)](#)

[Self-Localization](#)

Reports and Metrics

Find information about WFM reports,

WFM Primers

Find information about how to use WFM

metrics, and use ETL Database to enable other customized reporting.

Schedule Summary View and Report

Contact Center Performance Report

Agent Adherence Report

Primers to optimize the efficiency of your contact center.

Multi-Forecasting

Time Off

Overlays