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Workforce Management Web for Agents Help (Classic)

[Overview](#)

Overview

Use this Help to find all of the information you will need to understand the features in Workforce Management (WFM) Web for Agents and how it functions.

In the WFM Web for Agents window, there are two Help commands:

- To access the entire Help file, click **Help** on the menu bar (to the left of Log Out). The help window that appears includes a table of contents on the left, which provides access to all help topics.
- To access context-sensitive help, click the **Help** icon (🔗) at the top right of the WFM window itself (below Log Off). The help window that appears has no table of contents, and displays only the topic that describes the WFM dialog box or window that you are currently using.

Keyboard and Audio Navigation

Instead of using a mouse to click commands, you can press the Tab key to move the "focus" to the command that you want to execute, and then press **Enter** or the **Spacebar**.

WFM Web for Agents is compatible with the speaking tool JAWS 8. Consult the JAWS 8 manual for details about its functionality and operation.

Finding Specific Information

- To display the Table of Contents, click the **Contents** button. All of the topic names are links: when you click one, the topic opens on the right-hand pane. Clicking a book title opens the list of topics within that book.
- To look for a topic using the Index, click the **Index** button. You can scroll through the index list and click a word to open the associated topic on the right-hand pane. Alternatively, you can type a word into the Index text box to have the Index jump to the nearest match.
- Click the **Search** button to open a search text box, where you can type the text that you want to match and then press **Enter**. Matching topics appear in the text box below. Then click the name of the topic you want to see and it appears on the right-hand pane.
- If you want to close the Navigation (left-hand) pane, click the **X** in the upper right corner of the Navigation pane.

Jumping Between Topics

Inside help topics, underlined words and phrases are links to other topics. Click any link to go directly to the related topic. (The mouse pointer becomes a pointing hand when it hovers over a link.)

To return to the topic from which you jumped, click your browser's **Back** button or press **Backspace**.

Touring All Features

Click the **Contents** button at left side of the Help window. Then click each of the Contents pane's

topic links (including books' subtopic links) to read about the corresponding feature.

Or you can click the links in this topic's [Starting to Learn About WFM Web](#) section to begin exploring particular Help sections.

How to Print the Help File

If you prefer to print the Help rather than using it online, complete the following steps:

1. In the Navigation pane on this page, at the bottom of the Table of Contents, click **PDF Version**.
 2. When the dialog opens, select:
 - **Open with** to select the application, with which you want to view and print the Help. Adobe Acrobat v9 is recommended.
 - **Save File** to save the Help to a folder on your computer.
- When the download is complete, navigate to the folder in which you saved the .pdf file and use the Print function in your application to print the file, or open and view the file on your computer offline.

Starting to Learn About WFM Web

To start learning about WFM Web, click one of the links below:

Topic	Description
Getting Started	Summarizes browser and WFM Web basics, including how to log in and log off.
Schedule	Describes the Schedule window display.
Bidding	Explains how to review and respond to a bidding scenario.
Trading	Explains how to create, review, and respond to schedule trading proposals.
Preferences	Explains how to view, add, and edit Preferences in WFM Web.
Time Off	Describes the Time Off display and explains how to add, edit, or delete time-off requests.
Configuration Window	Describes the information about you that appears in the Configuration window.
About	Explains how to identify which WFM Web release you are using.