

GENESYS

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Workforce Management Web for Agents Help (Classic)

Session Expiration

Session Expiration

A WFM Web session expires if you have not used it for a certain amount of time. If your session expires, the Session Expired warning appears when you attempt to use WFM Web.

To start using WFM Web again:

- 1. Click **OK** in the warning dialog box. The Login dialog box appears.
- 2. Enter your user name and password in the Login window that appears (just as you would to start using WFM Web).

If you are finished using WFM Web:

• Close your browser. If your session expires, you are automatically logged off.