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Workforce Management Administrator's Guide

Daily Operations

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Daily Operations

After deploying Workforce Management (WFM), there are many tasks that, as a workforce administrator, you will need to perform regularly and sometimes on a daily basis. These topics provides information about setting up and performing these daily operations in your environment.

WFM daily operations

- Scheduling
- Performance, Adherence, Reports
- Forecasting
- User Security

WFM daily operations

- Calendar Management
- Time-Off Bidding
- Task Sequencing

WFM daily operations

- E-mail Notifications
- Scheduling Meals & Breaks
- Enabling WaitLists
- Tracking Overtime