Workforce Management Web for Agents Help (Classic)
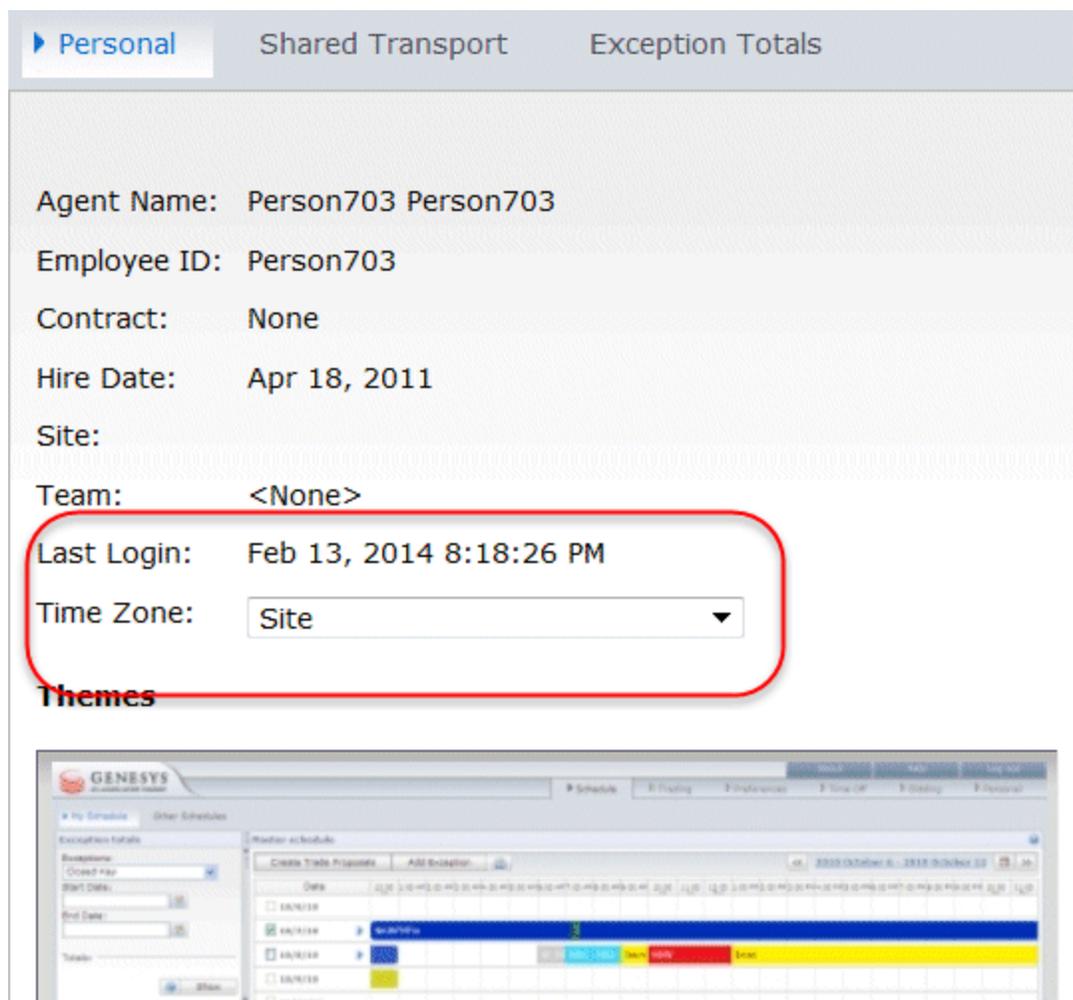
Logging In

4/11/2025

Logging In

Login Dialog
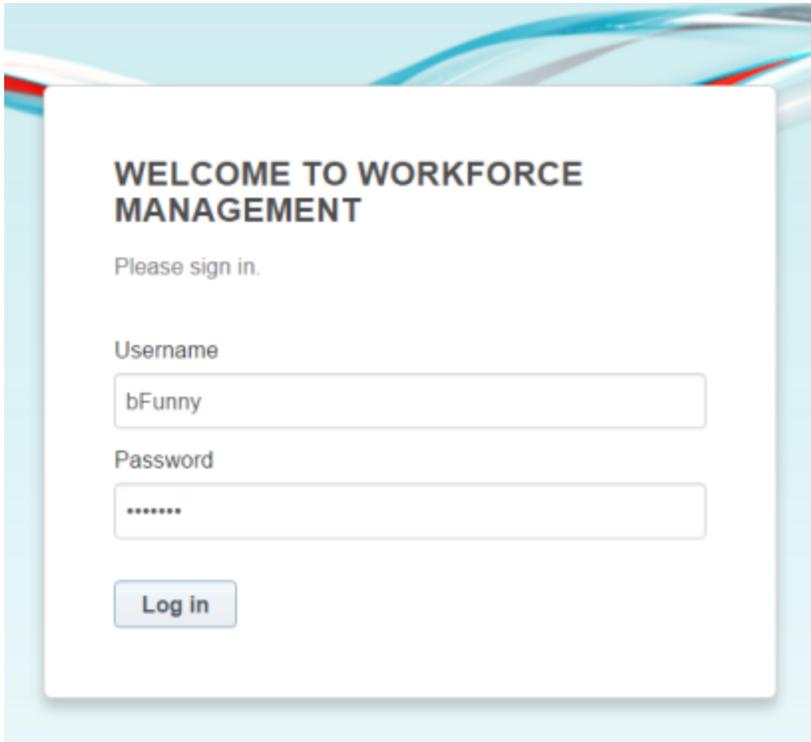
Open the Workforce Management (WFM) Web for Agents application. When the splash screen appears, log into WFM by entering your username and password.

Time Zone and Login Timestamp

After you log in through the Agent desktop or mobile interface, the WFM Web for Agents GUI displays the timestamp information from the previous login, alerting you of any unauthorized use of your login credentials.

The timestamp displays the date and time in the time zone that is shown in the drop-down list (**Site** is the default), in the **Configuration** module's **Personal** view.

In the Web for Agents mobile interface, WFM displays it in the **Dashboard** view below the version information.