Workforce Management Supervisor Help

Workforce Management 8.5 Supervisor Help

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Welcome to the Workforce Management (WFM) Supervisor Help. Use this page to go directly to the information you need, or use the Table of Contents to take a step-by-step tour of all the features and functions in WFM Supervisor interface.

> ### Tip
> This Help describes the latest UI for the Workforce Management (WFM) Forecast, Performance, and Calendar modules (introduced in 8.5.2). If you are using the classic Supervisor interface and have landed on this page by accident, see *Workforce Management Web for Supervisors (Classic) Help*, which describes the classic Forecast module, Calendar module, Performance module, and all other modules in WFM Web.

Getting Started

Learn how to navigate WFM Web, logging in/out, and about its controls and settings.

- WFM Web: What you should know
- Logging in and out
- Common controls in the UI

Tour the latest WFM Forecast Interface

Link to video

Take a video tour of the features and controls of the latest WFM Forecast interface.

Forecast Scenarios	Forecast Overlays, Events, and Templates
Create forecast scenarios, build volumes, staff, and publish forecasts.	Create overlays, overlay events, and templates in forecasts.

About Forecast scenarios

Volumes in scenarios

Staffing in scenarios

Shrinkage in scenarios

Overlays

Overlay events

Templates

Master Forecasts

View Master Forecast volumes, staffing, and shrinkage data.

About Master Forecasts

Volumes in the Master Forecast

Staffing in the Master Forecast

Shrinkage in the Master Forecast

Learn about the latest WFM Calendar Interface

Calendar Items

Create and manage calendar items.

About Calendar Items

Add Calendar Items

Edit Calendar Items

Update Schedule

Time-Off Limits

Set time-off limits

About Time-Off Limits

Set Values Dialog

Set Time-Off Limits Wizard

Learn about the latest WFM Performance Interface

Performance views

View performance statistics for business units, sites, and activities:

About Performance views

Monitor view

Intra-Day table view

Alerts view