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Workforce Management Web for Supervisors Help

[About WFM Web](#)

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About WFM Web

The About window displays when you select the **About** button, which is found in the top right corner of WFM Web window, near the **Log out** button. The About window displays the copyright information, **Settings...** button, and the Workforce Management (WFM) Web Server version.

Java Plug-In Support in Browsers

Since Oracle deprecated Java Web Start in Java SE 9 and discontinued support in Java SE 11, WFM introduces its UI Launcher, enabling users to run Web for Supervisors Java-based views in the same browser session, as they always have. To use the UI Launcher, you must install Java on the computer that is running WFM Web. The Java folder must be set to either the PATH or JAVA_HOME environment variable. If it is set to both, the value is taken from JAVA_HOME.

Tip

The UI Launcher is also compatible with OpenJDK. If OpenJDK is set up simply by unzipping the Java files, neither of these variables are set automatically and you must set the Java folder to PATH or JAVA_HOME manually.

Deploying the WFM UI Launcher

To use the WFM UI Launcher:

1. Log in to the Web for Supervisors application.
2. At the **Home** view, click **About**.
3. Below **Settings...**, click **Download UI Launcher**.
4. When the download dialog opens, click **Save File**.
5. Save the file in a folder on the local computer.
6. After unzipping the files, run `assoc-add.bat`.
This associates the *.wfm files with the launcher.
The WFM UI Launcher is now ready to use.
7. At the **Home** view, click **About > Settings...**
8. Click the **Type** column header to sort the column until the **ENUM** type setting appears at the top.
This enables you to find RUN_JAVA_STANDALONE quickly.
9. In the **Value** column, click to open the drop-down list and select **UI Launcher**.
WFM uses the UI Launcher as the default application to open .wfm files in the same session.

You can select one of three values for **RUN_JAVA_STANDALONE**:

- **Off (Plug-in used)**—If selected, WFM uses the Java plug-in inside the browser to open the Web for Supervisor Java-based views.
- **Java Web Start**—If selected, WFM Web does not attempt to start the Java applet, but generates and downloads the `wfm.jnlp` file, which launches automatically. However, you might have to save it to your hard drive and start it as you would any other application. It then starts as a standalone Java Web Start application, containing Java-based supervisor views.
- **UI Launcher**—If selected, WFM Web does not attempt to start the Java applet, but generates and downloads the `start.wfm` file, which launches automatically. However, you might have to save it to your hard drive and start it as you would any other application. It then starts as a standalone application, containing Java-based supervisor views.

If you select either **Java Web Start** or **UI Launcher**, see the [limitations](#) below.






Limitations: Browsers That Do Not Support Java Plug-Ins

If you enable the **RUN_JAVA_STANDALONE** setting to use a standalone Java Web Start or the UI Launcher, take note of the following limitations:

- You cannot use the `wfm.jnlp` or `start.wfm` file to start the Web for Supervisors views at any time. The file is valid and launches the application only if the user's session, from which the file was downloaded, is active. After the user logs off or the session expires, the (separate) Java and Launcher applications stop working too. Therefore, you must keep the browser window (from which the `wfm.jnlp` or `start.wfm` file was downloaded) open for the duration of work and remain logged in.
- If the local settings in **About > Settings...** are changed, you must download the `wfm.jnlp` or `start.wfm` file again and restart before the changes take effect.

Changing GUI colors and font size

WFM Web for Supervisors uses other indicators besides color to highlight a change or status, but you can customize many elements in the GUI by changing the color.

1. Click **About > Settings...** to display the **Settings** page.
The Settings page has one setting displayed on each row and can be scrolled up or down.
2. Optional: Click **Sort**  to open a drop-down list and choose one of four sort options: **Setting**, **Description**, **Type**, or **Value**; or click any column heading to sort by the list in ascending or descending order.
3. Click any row in **Settings...** that is of type **COLOR** to display the **Color Palette** pane.
4. The **Color Palette** pane has five fields: **RED**, **GREEN**, **BLUE**, **HUE**, and **COLOR (#)**, which show the numerical values for the chosen color in the palette.
The palette corresponds to the standard Windows-style color picker.
5. Click **Apply**  after you have made your changes, and then **Close**  to close the color picker.
6. Optional: To change the **Text Size Settings**, select one of four radio buttons; **None**, **+1**, **+2**, or **+3**.
7. Optional: Select the **Use High Contrast Theme** check box to display all color choices in high contrast, the next time that you log in to WFM Web.
8. Click **Save Changes**  and exit the **Settings...** page.
9. Optional: Click **Restore default value**  to abandon your changes.

More WFM Web Application Settings

In addition to GUI color settings, there are other settings in **About > Settings....** that affect allow you to customize WFM Web application functionality:

- **ACCESSIBILITY_COMPATIBLE**—If checked, WFM Web runs in accessibility mode. If the check box is cleared (default), WFM Web does not run in accessibility mode.
- **CFG_SHOW_TERMINATED_AGENTS**—If checked, WFM Web shows terminated agents and agents with **hire dates** set in the future in lists or tables. If the check box is cleared (default), WFM Web hides terminated agents and agents with **hire dates** set in the future, and they cannot be viewed in lists or tables.
- **FRC_STAFFING_USE_MANHOURS**—If checked, WFM Web shows staffing totals in person-hours instead of full-time equivalents. If the check box is cleared (default), WFM Web shows staffing totals in full-time equivalents.

WFM Agent Mobile Client Support

In addition to the WFM Web for Agents desktop interface, WFM Web includes the Agent Mobile Client web interface, which is optimized for mobile devices. To access WFM Web for Agents on their mobile devices, agents can use the same URL that they use to gain access to the Agent UI on their desktop.

Agents can use the latest supported version of Safari on their iOS devices and the latest supported version of Google Chrome on their Android devices.

Advise agents that their browser screen's *actual* resolution must be at least 320 by 550. WFM does not support anything less than either dimension.

Screen Reader Support

WFM Web for Supervisors supports screen readers for vision-impaired users, with keyboard, focus and screen reader ToolTip support throughout the WFM Web for Supervisors interface. Every menu item and on-screen command can be reached by using the keyboard (and so, can also be reached using a screen reader).

In addition, the [Accessible Schedule Details](#) dialog box simplifies and organizes commands for vision-impaired users and the screen readers that they use, in these views:

[Schedule](#) > [Schedule Scenarios](#) > [Scenario Agent-Extended](#) view

[Schedule](#) > [Schedule Scenarios](#) > [Scenario Intra-Day](#) view

[Schedule](#) > [Master Schedule](#) > [Master Schedule Intra-Day](#) view

[Schedule](#) > [Master Schedule](#) > [Master Schedule Agent-Extended](#) view

Tip

WFM Web was improved to allow supervisors to use Java-based views on browsers that do not support Java plug-in, like Chrome. See the [RUN_JAVA_STANDALONE](#) Web Application setting below.

Glossary of Abbreviations

The acronyms and abbreviations that appear on Workforce Management screens and throughout the document appear as links that reference a glossary containing definitions for these terms. You can view definitions by clicking the link (in bold red) and it will open in a pop-up window on the page you are viewing. For example, average handle time.

Also, see the entire [Genesys Glossary](#).