

GENESYS

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Workforce Management Web for Agents Help (Classic)

Menu Options

Menu Options

Every WFM Web for Agents window displays the Menu Bar, which contains a set of navigation buttons. Click these buttons to move from window to window: Schedule, Trading, Preferences, Time Off, Bidding, or Configuration.

Important

- You might not see all of these items on your Menu Bar, depending on the options that have been configured for you.
- When WFM Web opens, it displays your schedule for the current week. See Changing the Date for help on how to display different weeks.

The buttons About, Help, and Log Out appear on every window.