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Workforce Management Web for Supervisors Help

[Logging In](#)

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Logging In

Before you can log in to Workforce Management (WFM), you must have the WFM Web URL (address). In some contact centers, the Log in page might already be set up for you and you can simply enter your username and password. If this is not the case, ask your administrator for the WFM Web URL. After typing it into your browser, WFM displays the splash screen for the Log in interface.

Tip

WFM has a new interface for the Forecast module that you can access after logging in to Web for Supervisors (if you have the appropriate access rights). To use the new interface, see [Opening the new Forecast UI](#). Also, see [Workforce Management Supervisor Help](#), which describes the new [Forecast module](#).

Logging in to Web for Supervisors

To start using WFM Web:

1. Obtain the WFM Web URL (address) from your administrator.
2. Open a web browser.
3. Type the WFM Web URL into your browser's address bar and press **Enter**.
The Log in window appears.
4. Enter your user name and password.
5. Click **OK**.

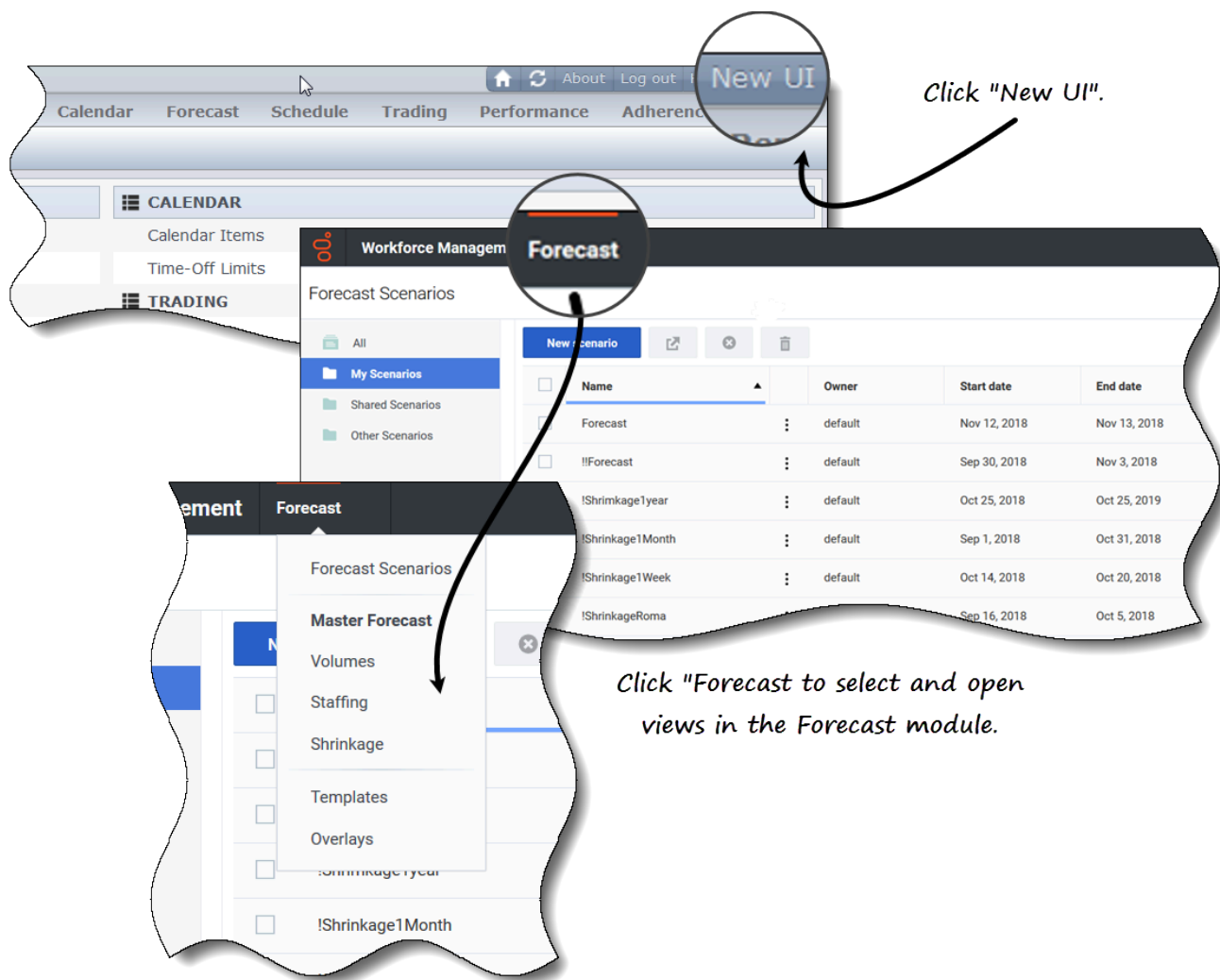
If WFM Web validates your user name and password, the Web for Supervisors (Classic) Home view opens. If WFM Web cannot log you in, it displays an error message indicating the problem. Either click **Login** to try again (for example, if you think that you misspelled your user name or password), or click **Show error details**.

Important

Multiple Supervisors using the Firefox web browser cannot be logged in to the same host at the same time.

Opening the new Forecast UI

Depending on how WFM Web is set up in your contact center, you might or might not see the option to open the new Forecast module. If you require access and do not see this option, contact your administrator.



To open the new Forecast user interface:

1. First, log in to the Supervisor (Classic) interface. See the procedure [above](#).
2. In the top-right corner of the classic **Home** view (or any other view), click **New UI**.
The new Forecast UI opens.
3. Click **Forecast** to open the drop-down menu containing a list of views in the Forecast module.
4. Select a view from the list to open it.

The new Forecast UI is described in the [Workforce Management Supervisor Help](#).

System Login Timestamp

The timestamp information from the previous login is displayed in the WFM Web GUI the next time you log in through the Supervisor interface, alerting you to any unauthorized use of your login credentials.

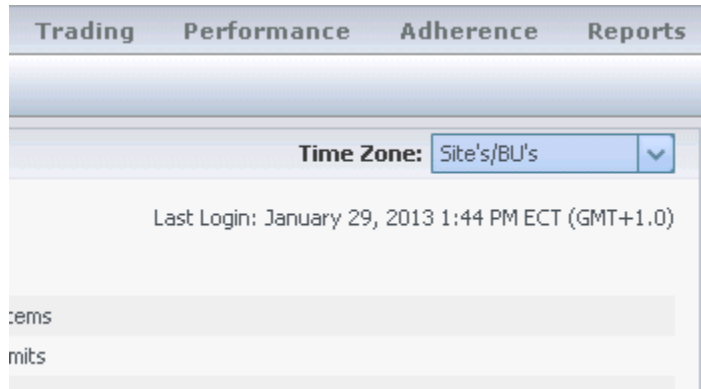


Figure: Web for Supervisors Login Timestamp

If you do not set the timestamp to the browser time zone, the time zone for the location at which you log in is used in the timestamp. The timestamp is displayed in the top-right corner of the **Home** page, below the list of modules and breadcrumbs bar.