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Workforce Management Agent Help

Configuration

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- Agent

View your personal information, shared transport arrangements, and schedule Exception totals.

Related documentation:

-

The views in the **Configuration** module provide access to your personal information, shared transport arrangements, and the schedule exception totals. Click **Configuration** to reveal the drop-down menu that lists the views in this module:

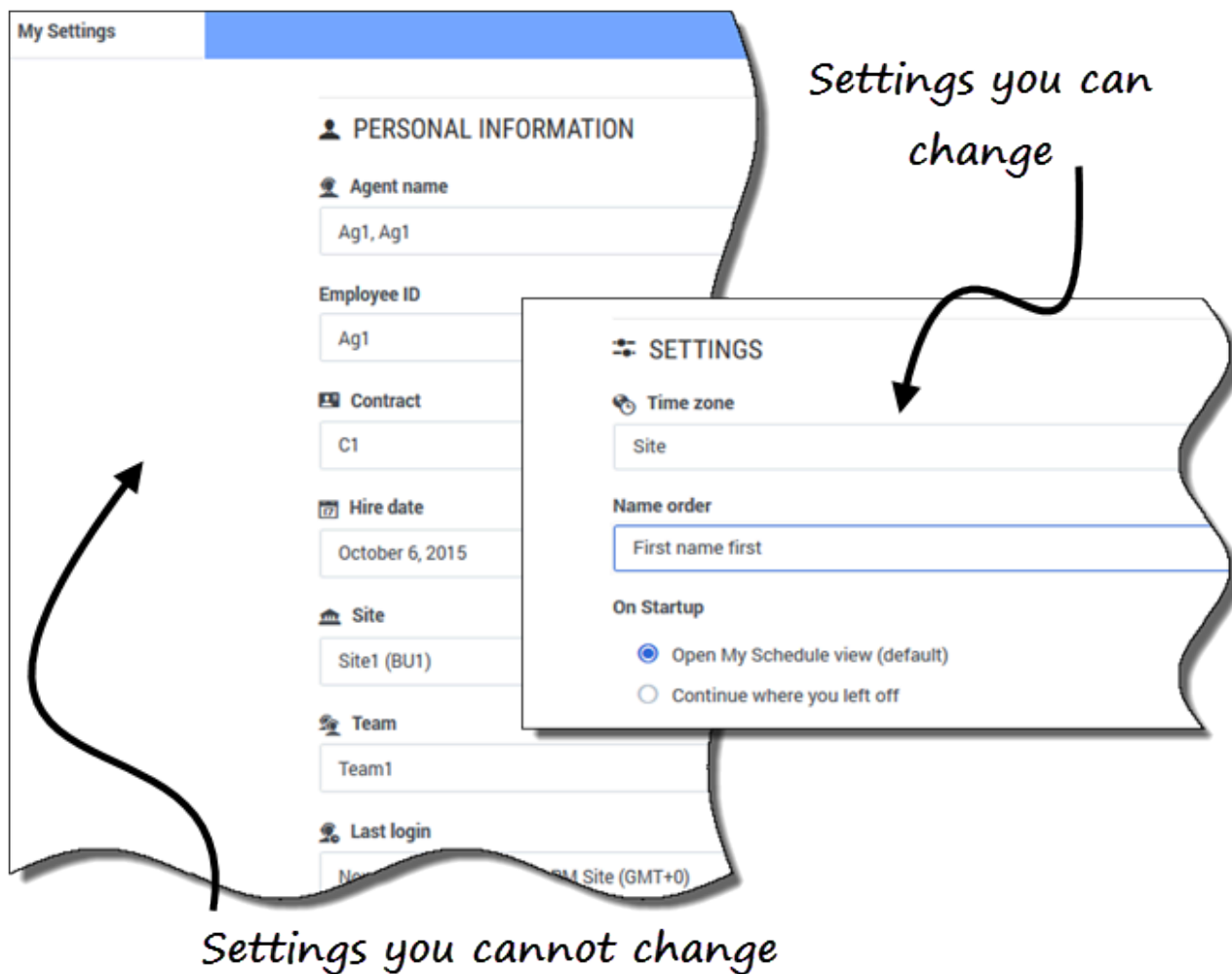
- My Settings
- My Shared Transport
- Browse Shared Transport
- Exception Totals

Viewing my settings

The information in this view is displayed in two sections: **Personal Information** and **Settings**.

The **Personal Information** section includes: your name, employee ID, contract, hire date, site (business unit), team, and date/time of your last login.

You cannot change any of this information. If your supervisor changes something, WFM updates this information accordingly.



The **Settings** section includes:

- **Time zone**—The **Site** time zone (default) or your current one (depending on whether or not you have changed it).
- **Name order**—Your name order, whichever order of the three you chose (**First name first** [default], **Last name first**, or **Last name first, separated from first name with a comma**).
- **On Startup**—The view that you prefer to see at startup. The choices are: **Open My Schedule view** (default) or **Continue where you left off**.

If you select a time zone other than the default (**Site**) option, the **Schedule**, **Trading**, **Preferences**, and **Time Off** modules display information, based on your selection.

Tip

WFM is a web-based application so any modifications you make to the **Time zone**, **Name order**, and **On Startup** settings are saved in the browser cache. If the administrator or someone in your contact center has set restrictions on how your browser performs caching, your changes might not be saved and you will have to change the settings every time you log in. This might also be the case if you log in to WFM using a different browser than the one you used to save the settings, or if you are using an older browser version, such as Internet Explorer 7.