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Workforce Management Web for Supervisors (Classic) Help

Optimizing the UI display

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Get recommendations for optimizing the WFM GUI display.

Related documentation:

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Changing GUI colors and font size

WFM Web for Supervisors uses other indicators besides color to highlight a change of 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.

Changing the browser's font size

To change the font size in the browser:

On the keyboard, hold the down the **Ctrl** button and scroll up to make the font larger or down to make it smaller.

Use this method to change the font size of the breadcrumbs and modules in WFM Web for Supervisors, such as Rotating Patterns, Contracts, Organization, Schedule State Groups, Shifts, and Activities.

Optimal screen resolution

WFM Web is optimized for a screen resolution of at least 1024 x 768. At lower resolutions, some elements (such as table headers) might not display correctly.

Opening multiple browser windows

If you are using Mozilla Firefox, Genesys recommends that you run WFM Web in only one browser window on the same workstation. Running WFM Web in more than one browser window can cause the application to behave in unexpected ways.

If you are using Internet Explorer, Genesys recommends (for the same reason) that you refrain from opening a second browser window within the same WFM Web session by selecting **File > New** or pressing **Ctrl+N**. However, starting a separate WFM Web session by launching a separate Internet Explorer browser thread does not appear to cause behavioral issues.

WFM UI Launcher supports Java Plug-ins

Oracle's deprecation of Java Web Start in Java SE 9 and discontinued support in Java SE 11 prompted the need for WFM's UI Launcher. The UI Launcher enables users to run Web for Supervisors Java-based views in the same browser session, as they always have. To use the 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.