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Workforce Management Supervisor Help

Logging in and out

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Learn how to log in and switch between the classic Supervisors UI and the latest Forecast UI, and what you can change in user settings.

Related documentation:

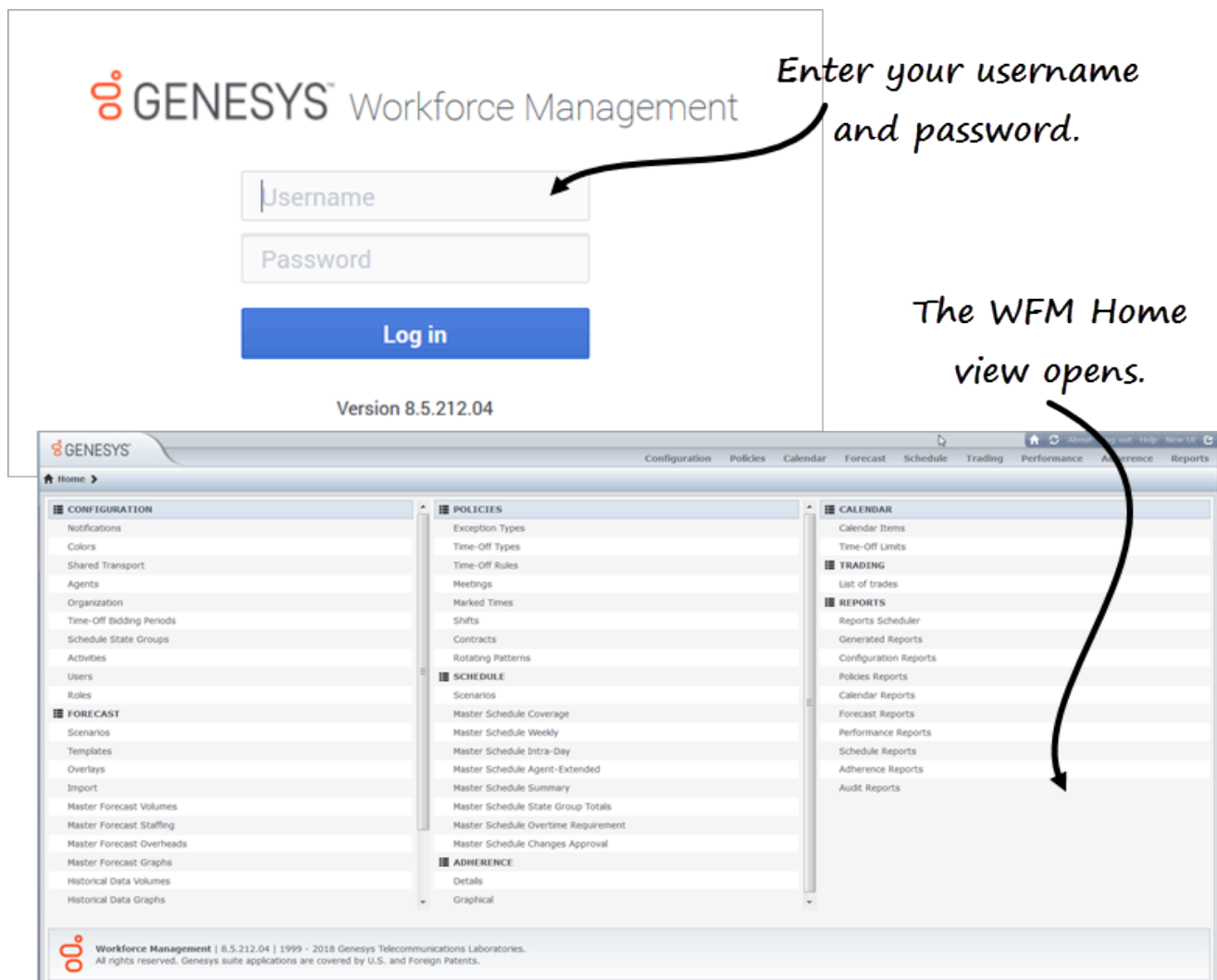
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Tip

This page describes the latest Workforce Management (WFM) Forecast interface. If are using the Supervisor (Classic) interface and have landed on this page by accident, see the *Workforce Management Web for Supervisors (Classic) Help*, which describes all modules, including the classic Forecast module. You can access the latest Supervisor UI that after logging in to Supervisors (Classic) UI if you have the appropriate access rights. See Opening the latest Forecast UI.

Before you can log in to WFM, you must have the WFM Web URL (address). In some contact centers, the Login page might be set up and ready for you to 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 Login user interface (UI).

Logging into WFM



Logging in

1. Obtain the URL (address) for the WFM application from your administrator.
2. Open a web browser.
3. Copy and paste or type the 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 Supervisors (Classic) **Home** view opens. If WFM cannot log you in, it displays an error message indicating the problem. Either click **Log in** to try again (for example, if you think that you typed an incorrect user name or password), or click **Show error details**.

Important

When using the Firefox web browser, ensure that multiple supervisors are not logged in to the same host at the same time.

Opening the latest Forecast UI

Click "New UI".

Click "Forecast" to select and open views in the Forecast module.

Name	Owner	Start date	End date
Forecast	default	Nov 12, 2018	Nov 13, 2018
!!Forecast	default	Sep 30, 2018	Nov 3, 2018
!Shrinkage1year	default	Oct 25, 2018	Oct 25, 2019
!Shrinkage1Month	default	Sep 1, 2018	Oct 31, 2018
!Shrinkage1Week	default	Oct 14, 2018	Oct 20, 2018
!ShrinkageRoma	default	Sep 16, 2018	Oct 5, 2018

Tip

If you do not see the option to open the latest Forecast UI and require access

permission, contact your administrator.

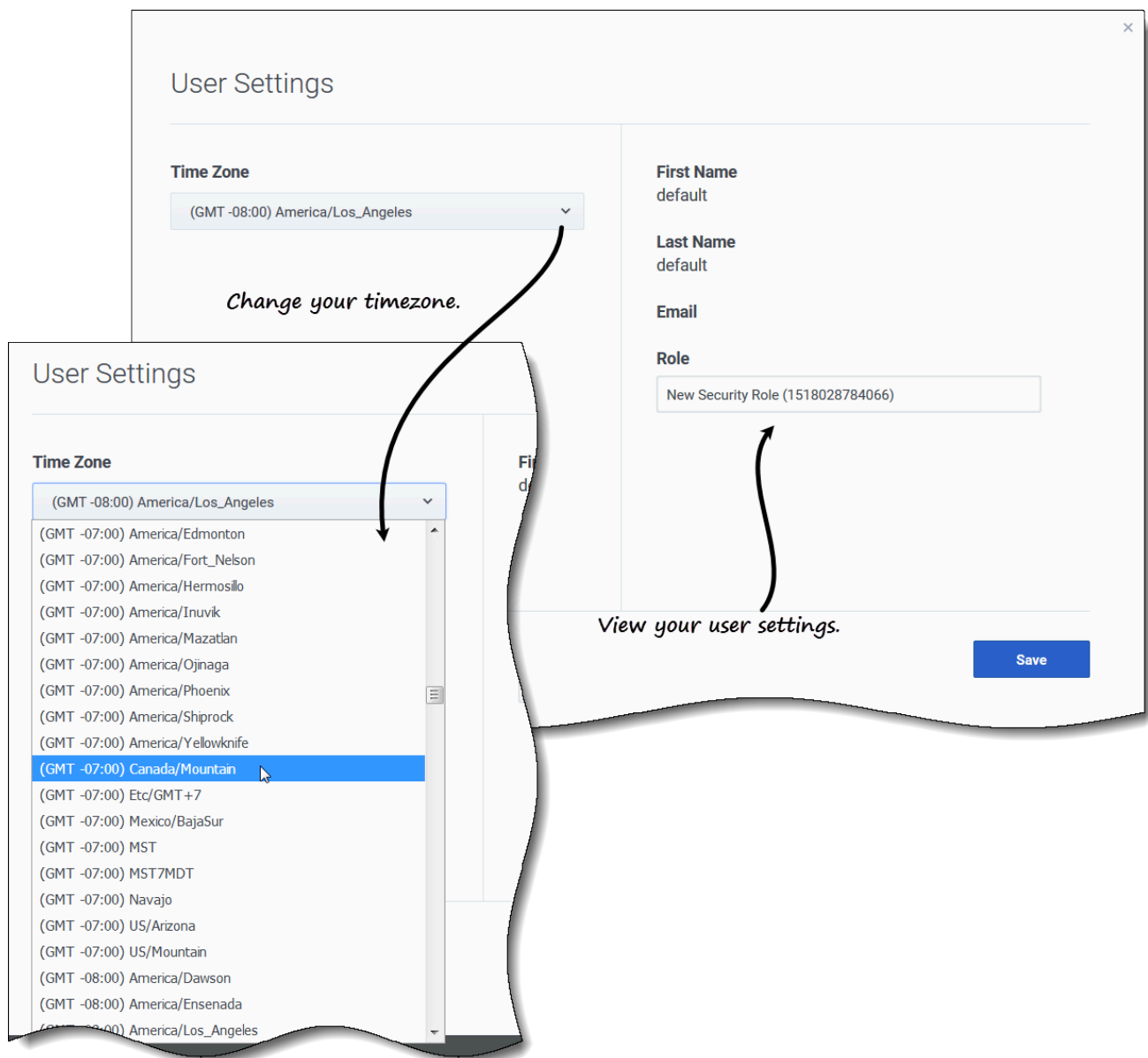
Opening the New UI

1. Log in to the WFM. See the procedure above.
2. In the top-right corner of the classic **Home** view (or any view), click **New UI**.
The new Forecast view opens.
3. Click the **Forecast** drop-down menu to select and open any view.

Switching to the Classic UI

1. Click the **Log in/Log out** drop-down menu.
2. Select **Switch to classic UI**.

Setting the local timezone



WFM enables you to view your user settings and change your timezone in the **User Settings** dialog by clicking the **Log in/Log out** drop-down menu.

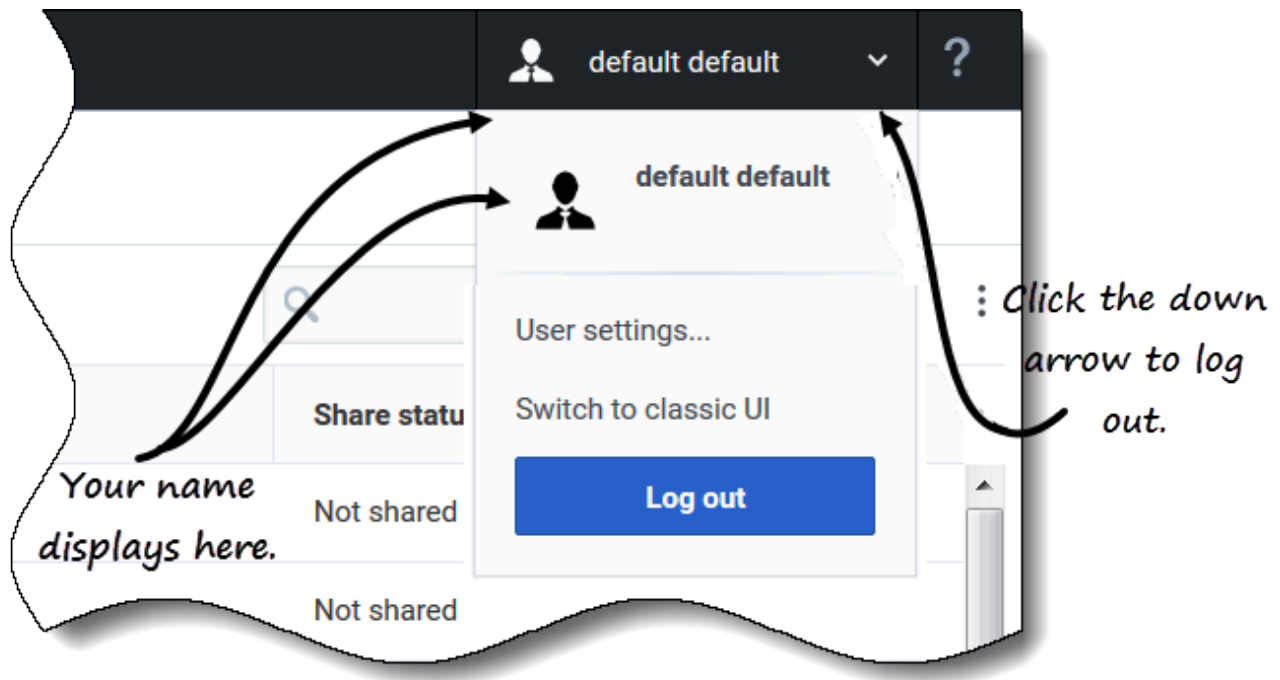
Setting your timezone

1. In the upper-right corner of any view, click the down arrow beside your username.
2. Select **User settings...**
The User Settings dialog opens.
3. Click the **Time Zone** drop-down menu and select your timezone.

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4. Click **Save**.

You can also view your first name, last name, email address, and WFM security role in this dialog, although you cannot change these settings.

Logging out of WFM



Always log out when you have finished using WFM. If you do not log out, other users of your workstation might be able to view your account information.

Logging out

1. Click the down arrow beside your name to open the drop-down menu.
2. Select **Log out**.
WFM Web logs you out and the Login screen appears.

Another user can now log in or you can close the browser.