



# Deploying Workforce Management for Cisco Unified Workforce Optimization v8.3 (WFM)

## Description

Deploying Workforce Management for Cisco Unified Workforce Optimization (WFM) v8.3 is a four-day, instructor-led course about installing, configuring, and using Workforce Management (WFM). WFM is a software solution for multisite staff forecasting and scheduling. In this class, learners will find out how to install and integrate WFM with Cisco Unified Contact Center Express (CCX). In addition, learners will hear about how WFM uses historical data from Cisco Unified CCX to create forecasts that will ultimately be used to generate work schedules for a contact center's agents. This course also covers supervisor and agent functions, monitoring trends and agent adherence, reporting, maintenance activities, and problem resolution.

## Course Objectives

After completing this course, students should be able to:

- Describe how Cisco Unified WFO and WFM help contact centres be more efficient and productive
- Describe how to configure your environment and install WFM
- Configure WFM for your contact centre by configuring users and other components of WFM
- Create and edit forecasts and calculate their accuracy
- Perform what-if analysis
- Describe how to use the supervisor interface to create schedules
- Create schedules for multi-skilled agents
- Monitor trends
- Generate reports
- Describe how to configure the agent interface and how to use the agent interface to display productivity data and to request schedule changes
- Describe how to maintain, troubleshoot, and upgrade WFM

## Who Should Attend

- Cisco Channel Partners who sell and implement WFM
- Cisco customers who implement and use WFM

The secondary audience for this course is functional support personnel

## Recommended pre-requisites

- Working knowledge of Microsoft Windows Server 2003
- Familiarity with Microsoft SQL Server 2005
- Familiarity with automatic call distributor (ACD) operations
- Working knowledge of Cisco Unified Contact Centre Express (CCX)
- Basic understanding of workforce management principles or call centre operations, such as forecasting and scheduling

## Length of Course

4 Days.

## Maximum Class Size

12 Students

## Class Locations

All APAC locations, subject to suitable venue.

## Further Information

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