**Welcome to WPMS - FAQ and Online Help**

**Error FAQs**

**Q1) We are getting automatically thrown out of WPMS with the message “Your session has expired”. What should we do?**

**Ans)This may be due to some other applications using on the same browser. Open a new browser (IE), go to file>new session. A new window will be opened with new session of Internet explorer. Use the new browser window to log in to wpms. Avoid tabbed browsing.**

**2) I am not able to align a TL to a team. Error message “TL already exists”**

**Ans) This error message comes when there is a TL already aligned in the same team. A team cannot have more than one TL. Change the role of already existing TL as CCS/OM and then try aligning a new TL. Role can be changed from wfm interface>>search/add employee option>>search employee>>View/edit>>change the role>>update an employee.**

**3) When adding an employee, I am getting message employee already exists.**

**Ans) This error message comes when user with the same id and email exists in WPMS database. Either change the process of that user or to add again change the email id of the existing id in WPMS and then try adding the employee.**

**Q4) We get message “Somebody already logged in”. What should we do?**

**Ans)** WPMS agent module only allows one instance of the application to be run. If an agent doesn’t log out of WPMS using the Logout link, then he won’t be allowed to login again. The supervisor needs to log him out from the TL/OM/WFM interface so that the agent can login.

You need to ensure that the agent doesn’t close the browser but logs out from the Logout link from WPMS.

**Q5) Agent's get an error "**You are not aligned to any team, please contact Workflow Management Team.**" when he tries to login. What should the agent do?**

**Ans)** for an agent to work in WPMS he needs to be aligned to a team, without which he won’t be able to work. To do so from the WFM interface click on
Align Employee to Team>Click on the Team Name > Add new team member to team > Select Role> Select Free/Assigned/All. Select the agent you want to align to the team and click on Add to Team. The agent will now be aligned to the team.

**Q6)After logging in and choosing the LOB, getting an error message “No form has been designed for this LOB, Please ask wfm…..” . What should we do?**

**Ans)This error message comes when no form has been designed for that particular LOB. Please reach wfm and ask to create form for this lob using ‘*Design agent interface’.***

**Q7) Error message “The process is blocked” appears at the time of login. What should we do?**

**Ans)** When an agent is aligned to an account and the account is blocked in WPMS, the agent gets this message. The user needs to ask his TL to speak to WFM and raise an elixir ticket to move him from one account to another.

**Q8) Users receives error “**Team of this user is blocked**” at the time of login. What should we do?**

**Ans)** Users with role CCS/TL receive this message when the Team to which they are aligned is blocked. User needs to speak to the WFM and ask him to a team which is active.

**Q9)** Agent is able to successfully login in WPMS but not getting any LOB to select in the dropdown list. **What should he do?**

**Ans)** The user needs to ask WFM to align him to one or more LOBS.

**Q10)As an agent how should I know who is my Operation Manager.**

**Ans) OM Name is available along with Team/TL/LOB Info present in tab "Your Information" in Agent interface, so that Agent knows to who is the OM for him/her.**

**Q11) Last two day were my week-off; can I raise exception in the tool for 2 days earlier?**

**Ans) Yes, with WPMS version 3.2.0 release, the Exception date drop down shows 3 previous dates instead of 2 previous dates.**

**Configurations FAQ**

**Q12) What is the minimum configuration for WPMS to run?**

**Ans)** Intel Pentium 4 Processor 2.66 GHz, Internet Explorer 7, 1 GB RAM is good enough for WPMS along with applications like Word/Excel/UnI/QAA/Web DOTS running on it simultaneously, Hard Disk of 4 GB free space.

**Q13) We use IE 8 and IE 9, but we require IE7. What do we do?**

**Ans)** IE8 has compatibility settings. You need and go ahead and turn them on. To turn on compatibility settings in IE go to Tools > Compatibility View.

**Q14) There are a lot of agents who have attrited and can you help us delete them?**

**Ans)** As WPMS is an ASCA application, nothing can be deleted in WPMS. However you can block the employees. From the WFM interface, click on Search/Add Employee Link. Enter the employee ID of the person you want to block.

**Q15) Can I resize the WPMS form window?**

**Ans)** We can’t resize the WPMS window. These are the standards that are set and we need to abide by them.

**Q16) Can I change the alignment of the forms? I want all the forms to appear in one screen.**

**Ans)** We can’t resize the WPMS window. These are the standards that are set and we need to abide by them.

**Q17) I have a Team Lead in my team. I want to give him the TL access so he can view the team stats in my absence. How can I do that?**

**Ans)** There can be only one Team Leader aligned to the Team.

**Q18) I have given all the TL, the role of OM/WFM. All the reports is showing incorrect data and the teams which do not have TL, their data is not showing up in the LOB wise report. How can I correct this?**

**Ans)** You need to have one TL or OM in a team. The team in WPMS doesn't function without a TL/OM. Please align one TL and OM to the team for the data to reflect correct results.

**Q19) We are getting duplicate records in the reports. How can I rectify the reports?**

**Ans)** Please check if there are more than one TL aligned to the team. If so, please de-align them. After de-aligning, reports will show up in correct data.

**Q20)We are getting discrepancy between the daily reports and date range and the date/time range reports. How can I see the correct information in these reports?**

**Ans)** Please pick an agent id and then pull one of the reports (case info, Login/Logout, Break details, consolidated, etc). The daily report will pull out information from 12:00:00 am to 11:59:59 pm for today’s date. The date range report will remove the date from 12:00:00 am to 11:59:59 pm for the selected dates by you. The date/time range report will report the data for the dates we have selected and “From Time” to “To Time”.

**Q21)What is the difference between the effective time and the work duration?**

**Ans)** Say one of your agents works from 9 to 5 (8 hours) and does 40 cases and takes 6 hr 30 min and also 2 breaks of 30 min each. Then his effective time is 6:30 (for cases) + 1 hr (for Breaks) giving 7:30 hours. Now for example he finished his last case at 4:30 PM and did not do anything post that in WPMS and then at 5 PM he logged out. Hence effective time would be 7:30 hours where as Work duration would be 8.

**Q22) User logged in today at 5:22 AM however it is showing on the real time screen as 11:11 AM. ?**

**Ans)** As per application login, Login Time column in Real-time screen shows first login for the day if Report Date (chosen by agent) matches the current date else it display last login time.

**Miscellaneous FAQ**

**Q23) Can this tool be integrated with client tool?**

**Ans)** We can’t integrate this tool to the client tool, as IBM’s compliance team doesn't allow the client's PI, SPI and confidential information to be stored in a central database that is being accessed by other accounts too.

**Q24)When does WPMS change its day?**

**Ans)** WPMS follows the IST time zone, hence it changes its day at 0000 hrs midnight. We understand that you work according to different time zones. Hence all the reports critical to business have Date/Time range of extracting data. Hence you can use the Date/ Time Range to extract the data according to the client's time zone.

**Q25) WPMS reports are generating with half an hour delay, i.e., If I pull out a report at 10:00 P.M. report, the data is there only till 9:30 P.M.**

**Ans)** With the WPMS version 3.0.2 release on 28th Oct, we have set up a separate Reporting server. The data copy and restore from the WPMS Primary and Secondary (Reporting) Database server is set up an interval of 10 and 30 mins respectively.
Hence, a delay of 30 to 40 min is expected in data getting replicated from Primary database server to Secondary (Reporting) Database server.

**Q26) How WPMS reports time for Agent (Role: CCS) in case of System crash or browser abnormally closed.**

**Ans)** Being a Web application WPMS cannot capture the events like System restart, browser crashes, Network failure, etc.

1. **CASE Mode:**
* **PUSH and POP type Lobs**

For PUSH and POP type Lobs, if an agent’s browser crashes while he was working on a case:

For this particular case, time which he spent on the case will not appear in any of the following 4 reports: Case Info, Consolidated, Action-wise consolidated and LOB-wise consolidated. Though, for this particular login session the agent logout time will be the time he was forced logout by WFM or 12 hours auto log off job. These will overall results in Work Duration in Consolidated report (which is the sum of login duration in login/logout report) greater than Sum of Case, Break and Not Ready.

* **Activity type Lobs**

If an agent’s browser crashes before he stopped the activity:

 For this particular activity and login session, activity stop time and logout time will be the time he was forced logout by WFM or 12 hours auto log off job. This time will be captured both in Work Duration and Case/Activity duration column in consolidated report.

1. **Break Mode:**

For all 3 Lobs, if an agent’s browser crashes before he stops a break.

In such a case, his break stop time and logout time will the time he was forced logout by WFM or 12 hours auto log off job. . This time will be captured both in Work Duration and Break duration column in consolidated report.

1. **Not Ready Mode:**

For all 3 Lobs, if an agent’s browser crashes while he was in Not Ready mode (neither on case nor on Break).

In such a case, his Not Ready stop time and logout time will the time he was forced logout by WFM or 12 hours auto log off job. This time will be captured both in Work Duration and Not Ready duration columns in consolidated report.

**Q27) Why WPMS consolidated Report For an agent shows 00.00 as work duration hours ?.**

As per WPMS Consolidated Report functionality, Work Duration in Consolidated is sum of total log-in duration for a Report Date, where log-in duration is the difference of log-in and log-out time for an agent. Log-in Duration will be calculated when both Log-in and Log-out time has values. Work duration is coming 00:00 only for agents whose log-out Time is null in other words that are still logged in.

**Q28)** **Getting error message “Unable to bind case”, as soon as they click Ready button.**

While uploading Popup data check "Unique Identifier column of the selected file should not exceed 50 alpha-numeric characters"