



## Partner Learning Catalog

[Next ›](#)

# Introduction

## Welcome to the WorkForce Software Partner Learning Catalog

This Partner Learning Catalog contains details regarding partner educational opportunities and serves as a guide to achieving your certification goals.

All courses are aligned to certification tracks, based on product and role. Certification tracks provide hands-on training and access to WorkForce Software experts to assist in boosting your team's confidence and proficiency with the WorkForce Software Suite, while also building accountability and reliability for those achieving certification.

Certification begins with Level 1 courses that focus on foundational learning. Level 2 certifications are achieved through advanced coursework and completion of real-life customer projects. Certification provides measured success for individuals as each level deepens knowledge and experience. Exams are available at the completion of each course within a certification level to validate team member's knowledge.

Certified consultants receive access to the WorkForce Partner Community for documentation and ticketing, the WorkForce Knowledge Base. Technical certifications grant additional access to technical tools such as configuration templates.

Courses are delivered through four different formats: self-paced modules; instructor-led sessions with classroom or virtual classroom options; videos; and job aids.

If you are interested in learning more about any of the educational opportunities, including certification, visit the WorkForce LMS at [lms.workforcesoftware.com](https://lms.workforcesoftware.com)

Learning opportunities are available in the following formats:



Document/Job Aid



eLearning



Instructor-Led Training



Video

Next ›

# WorkForce Software Partner Learning Roadmap

WorkForce Software® offers certification for all of the products in our WorkForce Suite. Click a **blue** product column header to learn more about that product. Click a **green** level button to learn more about the specific certification offerings for that product at that level.

	WorkForce Time	WorkForce Forecasting and Scheduling	WorkForce Absence Compliance Tracker	WorkForce Advanced Scheduler	WorkForce Analytics	WorkForce Terminals	WorkForce Fatigue Management
<b>Functional Roles</b>							
<b>Project Manager</b>	Level 1	Level 1		Level 1		Level 1	Level 1
<b>Business Analyst</b>	Level 1   Level 2	Level 1   Level 2	Level 1   Level 2	Level 1   Level 2		Level 1	Level 1
<b>Technical Roles</b>							
<b>Configuration Specialist</b>	Level 1   Level 2	Level 1   Level 2	Level 1   Level 2	Level 1   Level 2			
<b>Interface Specialist</b>	Level 1   Level 2						
<b>Report Specialist</b>	Level 1   Level 2				Level 1   Level 2		





## WorkForce Time Product Description

Time is an enterprise-grade, web-based solution to capture, schedule, monitor, and analyze time and attendance for a workforce.

Using WorkForce Time, employees can punch in and out, capture time in retrospect, request time off or respond to requests. Furthermore, employees and managers can check leave balances, schedules, banks, and reports.



## WorkForce Time Partner Learning Roadmap

Click the level button to see the courses offered for that level and role.

Functional Roles		
Project Manager	<a href="#">Level 1</a>	
Business Analyst	<a href="#">Level 1</a>	<a href="#">Level 2</a>
Technical Roles		
Configuration Specialist	<a href="#">Level 1</a>	<a href="#">Level 2</a>
Interface Specialist	<a href="#">Level 1</a>	<a href="#">Level 2</a>
Report Specialist	<a href="#">Level 1</a>	<a href="#">Level 2</a>
Ongoing Training		
Sandbox Environments	<a href="#">Information on Sandboxes</a>	
On Demand Catalog	<a href="#">Partner On Demand Catalog</a>	



[Full Learning Roadmap ›](#)



1. WorkForce Essentials (PT001)

The WFS Essentials track is your introduction to WorkForce Software and our product suite.



2. Working with WorkForce (PT002)

Working with WorkForce documentation provides helpful information on engaging WorkForce Software throughout your projects and learning journeys.



3. Time Standard Product Functional Implementation (PT105)

This self-paced learning opportunity provides an understanding of the WorkForce Time and Attendance Standard Product.



4. Time Functional Implementation (PT101)

This course provides the information you need to lead the functional aspect of a standard or custom WorkForce Time and Attendance (Time) project including.



5. Time Standard Interface Functionality (PT107)

This self-paced learning provides a functional overview of Interfaces found in the Standard Product, the concepts behind them, and the file formats required for optimal functionality, as well as some troubleshooting tips.



Requirements and Registration

Full Learning Roadmap ›

WorkForce Time Learning Roadmap ›





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Time Standard Product Functional Implementation (PT105)

4. Time Functional Implementation (PT101)

5. Time Standard Interface Functionality (PT107)

## Description

The Working with WorkForce course provides helpful information on engaging WorkForce Software throughout your projects and learning journeys. You'll find out how to submit requests for new environments to kick off a project, how to order Data Collection Terminals, where to go for best practices, and more.

## Delivery

WorkForce LMS

## Prerequisite

Partner Agreement Signed

## Estimated Completion Time

13 hours

## Training Topics

Company Overview

WorkForce Management Overview

Hosting: Introduction to the Cloud-based WorkForce Suite

Product Demonstration: Time and Attendance – US

Introduction to WorkForce Time and Attendance

Introduction to Data Collection Terminals

WebClock Time Entry Basics

Interfaces Overview

Product Demonstration: Analytics

Time and Attendance Employee Essentials

Time and Attendance Manager Essentials

Time and Attendance Period End Essentials

Time and Attendance Administrator Essentials

Product Demonstration: Advanced Scheduler

Product Demonstration: Absence Compliance Tracker

Product Demonstration: Forecasting and Scheduling



[Full Learning Roadmap ›](#)



[WorkForce Time Learning Roadmap ›](#)



1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Time Standard Product Functional Implementation (PT105)

4. Time Functional Implementation (PT101)

5. Time Standard Interface Functionality (PT107)

## Description

The Working with WorkForce course provides helpful information on engaging WorkForce Software throughout your projects and learning journeys. You'll find out how to submit requests for new environments to kick off a project, how to order Data Collection Terminals, where to go for best practices, and more.

## Delivery

WorkForce LMS

## Prerequisite

WorkForce Essentials (PT001)

## Estimated Completion Time

2 hours

## Training Topics

Working with WorkForce

WorkForce CheckPoint Services

How to Submit a Case



[Full Learning Roadmap ›](#)



7

[WorkForce Time Learning Roadmap ›](#)



1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Time Standard Product Functional Implementation (PT105)

4. Time Functional Implementation (PT101)

5. Time Standard Interface Functionality (PT107)

## Description

This self-paced learning opportunity provides an understanding of the WorkForce Time and Attendance Standard Product. Take away where to access Standard Product documentation, how to demonstrate the Standard Product to customers, and how to clearly identify what functionality is included in the Standard Product.

## Delivery

WorkForce LMS

## Prerequisites

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)

## Estimated Completion Time

3 Hours

## Training Topics

Standard Product Overview

Understanding Standard Product Markets

Standard Product Functional Demonstration

Standard Product FAQ



[Full Learning Roadmap ›](#)



[WorkForce Time Learning Roadmap ›](#)





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Time Standard Product Functional Implementation (PT105)

4. Time Functional Implementation (PT101)

5. Time Standard Interface Functionality (PT107)

## Description

This course provides the information you need to lead the functional aspect of a WorkForce Time and Attendance (Time) project. Through instruction and interactive exercises, participants will learn consulting skills to gather requirements and manage scope for a Time project utilizing WFS implementation methodologies, how to demonstrate key aspects of the Time system, and facilitate system training.

## Delivery

Classroom Training or Virtual Instructor-Led Training

## Prerequisites

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)
3. Time Standard Product Functional Implementation (PT105)

## Duration

3 Days Classroom Training or 5 Half-Day Sessions  
Virtual Instructor-Led

## Training Topics

- Component Deep Dive
- Understanding the Build
- System-wide Components
- Employee Group Components
- Detailed Rule Components
- Implementation Best Practices
- Requirements Gathering
- Product Delivery Process
- Scope Management
- Handling Software Updates
- End User Training Options



[Full Learning Roadmap ›](#)



[WorkForce Time Learning Roadmap ›](#)



1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Time Standard Product Functional Implementation (PT105)

4. Time Functional Implementation (PT101)

5. Time Standard Interface Functionality (PT107)

## Description

This self-paced learning provides a functional overview of Interfaces found in the Standard Product, the concepts behind them, and the file formats required for optimal functionality, as well as some troubleshooting tips.

## Delivery

WorkForce LMS

## Prerequisites

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)
3. Time Standard Product Functional Implementation (PT105)
4. WorkForce Time Functional Implementation (PT101)

## Estimated Completion Time

4 hours

## Training Topics

Standard Product Interfaces Functional Overview

Standard Product Interfaces Introduction

Employee Import Key Concepts

Employee Import File Formats

Bank Balance Import

Activity Tracking Import

Rate import

Time Entry and Schedule Import

Schedule Template Policy Import

Employee Photo Import

Generic Payroll Export

Single Sign-On

Running and Troubleshooting Interface Jobs

Extending and Customizing the Base Product





1. WorkForce Essentials (PT001)

The WFS Essentials track is your introduction to WorkForce Software and our product suite.



2. Working with WorkForce (PT002)

Working with WorkForce documentation provides helpful information on engaging WorkForce Software throughout your projects and learning journeys.



3. Tenant Manager Essentials (PT003)

Through self-paced eLearning, learn about the WorkForce Tenant Manager tool used to manage instances of the WorkForce Time and Attendance suite.



4. Time Configuration Essentials (PT102 and PT102 Exam)

This course provides an introduction to WorkForce Time and Attendance configuration concepts. On completion, an exam will be available to test skills.



5. Time Standard Product Implementation (PT105 and PT106)

Both of these self-paced courses provide an understanding of the WorkForce Time and Attendance Standard Product and how to configure a Standard Build.



6. Hosting Change Management (GN161)

In this course, learn about Change Management and how to submit Change Management requests for customers who are live in production.



7. OPTIONAL: Time Mock Project for Configuration Specialists (PT108)

This add-on training option is a self-paced sample project that gives more hands-on experience practicing a configuration from start to finish.



Requirements and Registration

Full Learning Roadmap ›

WorkForce Time Learning Roadmap ›





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Configuration Essentials (PT102 and PT102 Exam)

5. Time Standard Product Implementation (PT105 and PT106)

6. Hosting Change Management (GN161)

7. OPTIONAL: Time Mock Project for Configuration Specialists (PT108)

## Description

The Working with WorkForce course provides helpful information on engaging WorkForce Software throughout your projects and learning journeys. You'll find out how to submit requests for new environments to kick off a project, how to order Data Collection Terminals, where to go for best practices, and more.

## Delivery

WorkForce LMS

## Prerequisite

Partner Agreement Signed

## Estimated Completion Time

13 hours

## Training Topics

Company Overview

WorkForce Management Overview

Hosting: Introduction to the Cloud-based WorkForce Suite

Product Demonstration: Time and Attendance – US

Introduction to WorkForce Time and Attendance

Introduction to Data Collection Terminals

WebClock Time Entry Basics

Interfaces Overview

Product Demonstration: Analytics

Time and Attendance Employee Essentials

Time and Attendance Manager Essentials

Time and Attendance Period End Essentials

Time and Attendance Administrator Essentials

Product Demonstration: Advanced Scheduler

Product Demonstration: Absence Compliance Tracker

Product Demonstration: Forecasting and Scheduling



[Full Learning Roadmap >](#)

[WorkForce Time Learning Roadmap >](#)



1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Configuration Essentials (PT102 and PT102 Exam)

5. Time Standard Product Implementation (PT105 and PT106)

6. Hosting Change Management (GN161)

7. OPTIONAL: Time Mock Project for Configuration Specialists (PT108)

## Description

The Working with WorkForce course provides helpful information on engaging WorkForce Software throughout your projects and learning journeys. You'll find out how to submit requests for new environments to kick off a project, how to order Data Collection Terminals, where to go for best practices, and more.

## Delivery

WorkForce LMS

## Prerequisite

WorkForce Essentials (PT001)

## Estimated Completion Time

2 hours

## Training Topics

Working with WorkForce

WorkForce CheckPoint Services

How to Submit a Case



[Full Learning Roadmap >](#)



[WorkForce Time Learning Roadmap >](#)



1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Configuration Essentials (PT102 and PT102 Exam)

5. Time Standard Product Implementation (PT105 and PT106)

6. Hosting Change Management (GN161)

7. OPTIONAL: Time Mock Project for Configuration Specialists (PT108)

## Description

This course is a prerequisite to attending technical training courses. It provides information on the Tenant Manager tool used to work with customer environments. This tool will be used in technical training courses for hands-on experience.

## Delivery

WorkForce LMS

## Prerequisites

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)

## Estimated Completion Time

3 hours

## Training Topics

Tenant Manager Overview

Tenant Manager Introduction

Working with Environments

Refreshing Views for Updated Database Views

Using Data Actions to Back Up and Restore Environments

Running Read-Only Database Queries

Using View Files to Upload and Download Key Files



[Full Learning Roadmap ›](#)

[WorkForce Time Learning Roadmap ›](#)



1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Configuration Essentials (PT102 and PT102 Exam)

5. Time Standard Product Implementation (PT105 and PT106)

6. Hosting Change Management (GN161)

7. OPTIONAL: Time Mock Project for Configuration Specialists (PT108)

## Description

This course provides primary WorkForce Time and Attendance functionality startup configuration training. Through instruction and interactive exercises, participants will dive into WorkForce's configuration tool to see how to establish system options and apply business rules to the system. Participants will also learn practical configuration approaches, tips and best practices.

## Delivery

Instructor-Led Training

## Prerequisites

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)
3. Tenant Manager Essentials (PT003)

## Duration

- 8 Days Instructor-Led Training (64 hours)  
+ 8 Hours Self-Paced Exam

## Training Topics

Configuration Tools

Introduction to Policy Editor

WorkForce Formula Language

Macros

Policy Templates

Configuration Best Practices

Working with Employee and Assignment Records

Users, Roles and Delegations

Data Structures and Translations

Configuring the User Interface, Pay Codes and Schedules

Configuring Calculations, Exceptions and Premiums

Configuring Approvals, Banks and Accruals

Labor Distribution (Activity Based Tracking)

WorkForce Mobile Configuration

Working with Standard Reports

Testing, Scope and Delivery Best Practices



[Full Learning Roadmap ›](#)

[WorkForce Time Learning Roadmap ›](#)



1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Configuration Essentials (PT102 and PT102 Exam)

5. Time Standard Product Implementation (PT105 and PT106)

6. Hosting Change Management (GN161)

7. OPTIONAL: Time Mock Project for Configuration Specialists (PT108)

## Description

Both of these self-paced courses provide an understanding of the WorkForce Time and Attendance Standard Product and how to configure a Standard Build. Take away where to access Standard Product documentation, how to demonstrate the Standard Product to customers, and how to clearly identify what functionality is included in the Standard Product as well as the steps to build the Standard Product how to upload sample data.

## Delivery

WorkForce LMS

## Prerequisites

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)
3. Tenant Manager Essentials (PT003)
4. WorkForce Time Configuration Essentials (PT102 and PT102 Exam)

## Estimated Completion Time

- PT105 3 Hours
- PT106 3 Hours

## Training Topics

Standard Product Overview

Understanding Standard Product Markets

Standard Product Functional Demonstration

Standard Product FAQ

Understanding Terminology

Getting to Know Documentation

Overview of the Build Process

Quickly Setting up a US Instance

Quickly Setting up a Non-US Instance

Setting up a Defined Market Instance

Setting up the Ad-Hock Product for Undefined Markets

Working with Multiple Markets

Adding Extensions

Customizing the Standard Solution

Optional Configuration Practice Exercises



[Full Learning Roadmap ›](#)

[WorkForce Time Learning Roadmap ›](#)





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Configuration Essentials (PT102 and PT102 Exam)

5. Time Standard Product Implementation (PT105 and PT106)

6. Hosting Change Management (GN161)

7. OPTIONAL: Time Mock Project for Configuration Specialists (PT108)

## Description

In this course, learn what Hosting Change Management is, how to submit a Change Management request and appropriately label the severity of a request, and also learn about the Change Management approval process.

Successful completion of this final required course and all other required courses will grant certification.

## Delivery

WorkForce LMS

## Prerequisites

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)
3. Tenant Manager Essentials (PT003)
4. WorkForce Time Configuration Essentials (PT102 and PT102 Exam)
5. WorkForce Time and Attendance Standard Product Overview (PT105)

## Training Topics

- What does Hosting Change Management Mean
- Risk Management in Hosting
- Differences Between Hosted and Self-Hosted Customers
- Why Use Change Management
- Change Approval Process
- Types of Changes and Priority
- How to Submit a Change Request

## Estimated Completion Time

40 Minutes



[Full Learning Roadmap ›](#)

[WorkForce Time Learning Roadmap ›](#)



1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Configuration Essentials (PT102 and PT102 Exam)

5. Time Standard Product Implementation (PT105 and PT106)

6. Hosting Change Management (GN161)

7. **OPTIONAL:** Time Mock Project for Configuration Specialists (PT108)

## Description

This optional add-on Configuration Mock Project for Configuration Specialists gives graduates of the L1 Time Configuration Specialist Certification a hands-on project experience.

Participants will stand up a new environment using the WorkForce Software Time & Attendance Standard Product and implement some intermediate-level configuration.

## Delivery

WorkForce LMS

## Prerequisites

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)
3. Tenant Manager Essentials (PT003)
4. Time Configuration Essentials (PT102 and PT102 Exam)
5. Time Standard Product Implementation (PT105 and PT106)
6. Hosting Change Management (GN161)

## Training Topics

Exercises for Creating a Standard Build

Add Pay Codes via Import

Configure Within Schedule Determination

Configure Time Record Grouping

Configure Shift Differential

Configure a Custom Rule

Configure an Employee Attribute

Configure Custom LD with a Second Dependency

## Estimated Completion Time

40 Hours

[Purchase Mock Project Add-On](#)

[Full Learning Roadmap >](#)

[WorkForce Time Learning Roadmap >](#)





1. Level 1 Time Configuration Specialist Certification Complete

The completion of the Level 1 Time Configuration Specialist Certification program is the first requirement for this program. Estimated completion time above does not include this.



2. Time Record Grouping (TA619)

Learn how to define and configure Time Record Grouping policies, and reference an employee attribute in a formula.



3. Within Schedule Determination (TA620)

Configure a Within Schedule Determination policy to work with Exceptions, Premiums and Gap Creation.



4. Key Performance Indicator Configuration (TA629)

Define the use of Key Performance Indicators (KPIs), use of standard KPI functions, and review of Policy Editor components for KPIs.



5. WebClock Configuration (TA630)

Learn the basic features of the WebClock and review of Policy Editor policies used to configure WebClock.



6. Complex Labor Distribution (TA631)

Build on existing LD configuration knowledge by learning how to create and reference LD with three or more dependencies.



7. Time Level 2 Configuration Exam (PT202)

Test your skills gained in these courses with a final application exam. Successful completion of this exam will provide certification.



Requirements and Registration

Full Learning Roadmap ›





1. Level 1 Time Configuration Specialist Certification Complete

2. Time Record Grouping (TA619)

3. Within Schedule Determination (TA620)

4. Key Performance Indicator Configuration (TA629)

5. WebClock Configuration (TA630)

6. Complex Labor Distribution (TA631)

7. Time Level 2 Configuration Exam (PT202)

## Description

The Level 2 Configuration Specialist certification program builds on existing configuration knowledge gained in Level 1 certification.

## Certification Prerequisite

Click the **orange** button below to see the courses offered for this certification prerequisite.

[Level 1 Time Configuration Specialist Certification](#)



[Full Learning Roadmap >](#)

[WorkForce Time Learning Roadmap >](#)



- 1. Level 1 Time Configuration Specialist Certification Complete
- 2. Time Record Grouping (TA619)
- 3. Within Schedule Determination (TA620)
- 4. Key Performance Indicator Configuration (TA629)
- 5. WebClock Configuration (TA630)
- 6. Complex Labor Distribution (TA631)
- 7. Time Level 2 Configuration Exam (PT202)

## Description

In this course, you will learn how to define and configure Time Record Grouping policies.

## Delivery

WorkForce LMS and Tenant Manager

## Prerequisite

Level 1 Time Configuration Specialist Certification Complete

## Estimated Completion Time

40 Minutes

## Training Topics

- Purpose of Time Record Grouping
- Types of Time Record Groupings
- Recognizing Time Record Grouping in Templates
- Configuring Time Record Grouping Policies
- Using Time Record Grouping in Exceptions
- Identifying When Time Record Grouping is Needed
- Using Time Record Grouping in Premiums
- Referencing Time Record Grouping in Employee Attributes
- Required Knowledge Check





1. Level 1 Time Configuration Specialist Certification Complete

2. Time Record Grouping (TA619)

3. Within Schedule Determination (TA620)

4. Key Performance Indicator Configuration (TA629)

5. WebClock Configuration (TA630)

6. Complex Labor Distribution (TA631)

7. Time Level 2 Configuration Exam (PT202)

## Description

In this course, you will learn how to configure a Within Schedule Determination policy.

## Delivery

WorkForce LMS and Tenant Manager

## Prerequisite

Level 1 Time Configuration Specialist Certification Complete

## Estimated Completion Time

45 Minutes

## Training Topics

Purpose of Within Schedule Determination Policies

Data Elements and Within Schedule Determination

Configure a Within Schedule Determination Policy

Use Within Schedule Determination in Exceptions

Time Off Request Option Configuration

Create and Test a Gap Creation Policy

Use Within Schedule Determination in Premiums

Required Knowledge Check





1. Level 1 Time Configuration Specialist Certification Complete

2. Time Record Grouping (TA619)

3. Within Schedule Determination (TA620)

4. Key Performance Indicator Configuration (TA629)

5. WebClock Configuration (TA630)

6. Complex Labor Distribution (TA631)

7. Time Level 2 Configuration Exam (PT202)

## Description

After this course, you will be able to, define the use of Key Performance Indicators (KPIs), use of Standard Product functions, and explain the Policy Editor components for KPIs.

## Delivery

WorkForce LMS and Tenant Manager

## Prerequisites

Level 1 Time Configuration Specialist Certification Complete

## Estimated Completion Time

45 Minutes

## Training Topics

Define use of KPIs

List Standard KPIs Available

Configure KPIs in the Policy Editor

Gather Requirements for KPIs

Required Knowledge Check





1. Level 1 Time Configuration Specialist Certification Complete

2. Time Record Grouping (TA619)

3. Within Schedule Determination (TA620)

4. Key Performance Indicator Configuration (TA629)

5. WebClock Configuration (TA630)

6. Complex Labor Distribution (TA631)

7. Time Level 2 Configuration Exam (PT202)

## Description

In this course, you will learn the basic features of the WebClock, including how to log in and out and transfer between assignments. Additionally, you will review of Policy Editor policies used to configure WebClock.

## Delivery

WorkForce LMS and Tenant Manager

## Prerequisites

Level 1 Time Configuration Specialist Certification Complete

## Duration

30 Minutes

## Training Topics

Identify Key Features of WebClock

Use Daily Time Tracking Functions

Explain Standard WebClock Functions Available

Customize the Standard WebClock

Required Knowledge Check







1. Level 1 Time Configuration Specialist Certification Complete

2. Time Record Grouping (TA619)

3. Within Schedule Determination (TA620)

4. Key Performance Indicator Configuration (TA629)

5. WebClock Configuration (TA630)

6. Complex Labor Distribution (TA631)

7. Time Level 2 Configuration Exam (PT202)

## Description

This self-paced learning opportunity provides an understanding of the WorkForce Time and Attendance Standard Product. Take away where to access Standard Product documentation, how to demonstrate the Standard Product to customers, and how to clearly identify what functionality is included in the Standard Product.

## Delivery

WorkForce LMS and Tenant Manager

## Prerequisites

Level 1 Time Configuration Specialist Certification Complete

## Estimated Completion Time

1.5 hours

## Training Topics

Recall LD Basic Concepts

List Standard LD Configuration Available

Understand the Use of the Suggest Window

Create a Custom Suggest Window

Understand Three-Part Dependencies

Distinguish Primary Keys

Explain LD Data Structure

Write to LD Fields with Calculations

Create an LD Copy Policy

Required Knowledge Check





1. Level 1 Time Configuration Specialist Certification Complete

2. Time Record Grouping (TA619)

3. Within Schedule Determination (TA620)

4. Key Performance Indicator Configuration (TA629)

5. WebClock Configuration (TA630)

6. Complex Labor Distribution (TA631)

7. Time Level 2 Configuration Exam (PT202)

## Description

Test skills gained through the Level 2 Configuration Specialist program. After passing required knowledge checks in each course, complete this application exam for certification.

## Delivery

WorkForce LMS and Tenant Manager

## Prerequisites

1. Level 1 Time Configuration Specialist Certification Complete
2. Within Schedule Determination (TA619)
3. Key Performance Indicator Configuration (TA629)
4. WebClock Configuration (TA630)
5. Complex Labor Distribution (TA631)

## Estimated Completion Time

4 hours

## Exam Topics

Within Schedule Determination Configuration

Time Record Grouping Configuration

KPI Customization

WebClock Configuration

LD Configuration





## 1. Level 1 Time Configuration Specialist Certification Complete

The completion of the Level 1 Time Configuration Specialist Certification program is the first requirement for this program. Estimated completion time above does not include this.



## 2. Time Standard Interface Functionality (PT107)

Working with WorkForce documentation provides helpful information on engaging WorkForce Software throughout your projects and learning journeys.



## 3. Time Interface Essentials (PT103)

Through self-paced eLearning, learn about the WorkForce Tenant Manager tool used to manage instances of the WorkForce Time and Attendance suite.



Requirements and Registration

Full Learning Roadmap ›

WorkForce Time Learning Roadmap ›





1. Level 1 Time Configuration Specialist Certification Complete

2. Time Standard Interface Functionality (PT107)

3. Time Interface Essentials (PT103)

## Description

Integrations require a deep knowledge of the configuration architecture of the Time system. This program will enable a JavaScript-skilled consultant who has completed the Time Configuration Specialist Certification program to begin working with the scripts that transfer data in and out of the Time Solution.

## Certification Prerequisite

Click the **orange** button below to see the courses offered for this certification prerequisite.

**Level 1 Time Configuration Specialist Certification**





1. Level 1 Time Configuration Specialist Certification Complete

2. Time Standard Interface Functionality (PT107)

3. Time Interface Essentials (PT103)

## Description

This self-paced learning provides a functional overview of Interfaces found in the Standard Product, the concepts behind them, and the file formats required for optimal functionality, as well as some troubleshooting tips.

## Delivery

WorkForce LMS

## Prerequisites

Level 1 Time Configuration Specialist Certification Complete

## Estimated Completion Time

4 Hours

## Training Topics

Standard Product Interfaces Functional Overview

Standard Product Interfaces Introduction

Employee Import Key Concepts

Employee Import File Formats

Bank Balance Import

Activity Tracking Import

Rate import

Time Entry and Schedule Import

Schedule Template Policy Import

Employee Photo Import

Generic Payroll Export

Single Sign-On

Running and Troubleshooting Interface Jobs

Extending and Customizing the Base Product





1. Level 1 Time Configuration Specialist Certification Complete

2. Time Standard Interface Functionality (PT107)

3. Time Interface Essentials (PT103)

## Description

In this course, you will become familiar with the terminology, definitions, and configuration of WorkForce Interfaces. Gain a general understanding of how interfaces work, and become enabled as an interface engineer to utilize templates in building imports and exports with JavaScript. Explore data states and security to ensure effective integration.

## Delivery

Virtual Instructor-Led Training

## Prerequisites

1. Level 1 Time Configuration Specialist Certification Complete
2. WTA Standard Interfaces Overview (PT107)
3. Programming experience with JavaScript language
4. Experience working with SQL and writing complex queries

## Duration

5 Half-day Sessions Virtual Instructor-Led Training (20 hours) + 8 Hours Self-Paced Exam

## Training Topics

Standard Product Interfaces Review

Build CSV Employee Imports

Work with Activity Tracking (LD) Imports

Create Employee and Job Rate Imports

Build Bank Balance Imports

Utilize Templates for Time Entry Imports

Working with Schedule Templates and the Schedule Import

Create Payroll Exports

Use Fixed Width and XML

Amendments and Payroll Exports

Staging Tables

Variable File Names

Configure and Format Summation

Handle Incremental Interfaces

Batch and Doc Numbers

Integrate SP and IDP SSO



[Full Learning Roadmap >](#)

[WorkForce Time Learning Roadmap >](#)



1. WorkForce Essentials (PT001)

The WFS Essentials track is your introduction to WorkForce Software and our product suite.



2. Working with WorkForce (PT002)

Working with WorkForce documentation provides helpful information on engaging WorkForce Software throughout your projects and learning journeys.



3. Tenant Manager Essentials (PT003)

Through self-paced eLearning, learn about the WorkForce Tenant Manager tool used to manage instances of the WorkForce Time and Attendance suite.



4. Time Database Schema Essentials (PT120)

Learn details regarding where time and attendance data is stored and how to access it for reports, exports, or other purposes.



5. Time Report Development Essentials (PT125)

Become acquainted with WorkForce's report development capabilities, learn report design basics, how to create useful reports, and how Crystal Reports and WorkForce work together.



Requirements and Registration

Full Learning Roadmap ›

WorkForce Time Learning Roadmap ›





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Database Schema Essentials (PT120)

5. Time Report Development Essentials (PT125)

## Description

The WFS Essentials track is your introduction to WorkForce Software and our product suite. You will be assigned a track including a series of eLearning courses and videos covering an overview of the company, to demonstrations of our products, to end-user experiences for our WorkForce Time product.

## Delivery

WorkForce LMS

## Prerequisite

Partner Agreement Signed

## Estimated Completion Time

13 hours

## Training Topics

Company Overview

WorkForce Management Overview

Hosting: Introduction to the Cloud-based WorkForce Suite

Product Demonstration: Time and Attendance – US

Introduction to WorkForce Time and Attendance

Introduction to Data Collection Terminals

WebClock Time Entry Basics

Interfaces Overview

Product Demonstration: Analytics

Time and Attendance Employee Essentials

Time and Attendance Manager Essentials

Time and Attendance Period End Essentials

Time and Attendance Administrator Essentials

Product Demonstration: Advanced Scheduler

Product Demonstration: Absence Compliance Tracker

Product Demonstration: Forecasting and Scheduling



[Full Learning Roadmap ›](#)



[WorkForce Time Learning Roadmap ›](#)





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Database Schema Essentials (PT120)

5. Time Report Development Essentials (PT125)

## Description

The Working with WorkForce course provides helpful information on engaging WorkForce Software throughout your projects and learning journeys. You'll find out how to submit requests for new environments to kick off a project, how to order Data Collection Terminals, where to go for best practices, and more.

## Delivery

WorkForce LMS

## Prerequisite

WorkForce Essentials (PT001)

## Estimated Completion Time

2 hours

## Training Topics

Working with WorkForce

WorkForce CheckPoint Services

How to Submit a Case





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Database Schema Essentials (PT120)

5. Time Report Development Essentials (PT125)

## Description

This course is a prerequisite to attending technical training courses. It provides information on the Tenant Manager tool used to work with customer environments. This tool will be used in technical training courses for hands-on experience.

## Delivery

WorkForce LMS

## Prerequisites

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)

## Estimated Completion Time

3 hours

## Training Topics

Tenant Manager Overview

Tenant Manager Introduction

Tenant Manager Working with Environments

Tenant Manager Refresh Views

Tenant Manager Data Actions

Tenant Manager Database Queries

Tenant Manager View Files





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Database Schema Essentials (PT120)

5. Time Report Development Essentials (PT125)

## Description

In this technical course, participants learn details on where Time and Attendance data is stored in the WorkForce database and how to access it for reports, exports, or other purposes.

## Delivery

Virtual Instructor-Led Training

## Prerequisites

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)
3. Tenant Manager Essentials (PT003)

## Duration

3 Half-day Sessions Virtual Instructor-Led Training (12 hours)

## Training Topics

Introduction to the Time Database Structure

Commonly Used Tables and Queries

Employee and Assignment Tables

Pay Period Tables

Timesheet Tables

Exception Tables

Accrual Management Tables

Schedules Tables

Data Collection Terminal Tables





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Database Schema Essentials (PT120)

5. Time Report Development Essentials (PT125)

## Description

In this technical course participants will become acquainted with WorkForce's report development capabilities. In addition, you will learn report design basics, how to access the data to create useful reports, and how Crystal Reports and WorkForce work together.

## Delivery

Virtual Instructor-Led Training

## Prerequisite

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)
3. Tenant Manager Essentials (PT003)
4. Time Database Schema Essentials (PT120)
5. Knowledge or experience with Crystal Reports

## Duration

4 Half-day Sessions Virtual Instructor-Led Training (16 hours)

## Training Topics

How WFS and SAP Crystal Reports Work Together

Introduction to Report Policy Configuration

Integrating Reports into Environments

Building Custom Reports





## WorkForce Forecasting and Scheduling Product Description

WorkForce Forecasting and Scheduling uses data from key business systems to create schedules according to the unique demands of each location and avoids any over(or understaffing. WorkForce Forecasting and Scheduling allows intelligent forecasting and accurate scheduling for employees across multiple sites.



## WorkForce Forecasting and Scheduling Partner Learning Roadmap

Click the level button to see the courses offered for that level and role.

Functional Roles		
Project Manager	<a href="#">Level 1</a>	
Business Analyst	<a href="#">Level 1</a>	<a href="#">Level 2</a>
Technical Roles		
Configuration Specialist	<a href="#">Level 1</a>	<a href="#">Level 2</a>

■ Course not yet available—coming soon!





1. WorkForce Essentials (PT001)

The WFS Essentials track is your introduction to WorkForce Software and our product suite.



2. Working with WorkForce (PT002)

Working with WorkForce documentation provides helpful information on engaging WorkForce Software throughout your projects and learning journeys.



3. WF&S Functional Implementation (PT110)

This course provides the information participants need to understand the Forecasting and Scheduling (WF&S) product and to lead the functional aspects of a WF&S project.



Requirements and Registration

Full Learning Roadmap ›

WorkForce Forecasting and Scheduling Learning Roadmap ›





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. WF&S Functional Implementation (PT110)

## Description

The Working with WorkForce course provides helpful information on engaging WorkForce Software throughout your projects and learning journeys. You'll find out how to submit requests for new environments to kick off a project, how to order Data Collection Terminals, where to go for best practices, and more.

## Delivery

WorkForce LMS

## Prerequisite

Partner Agreement Signed

## Estimated Completion Time

13 hours

## Training Topics

Company Overview

WorkForce Management Overview

Hosting: Introduction to the Cloud-based WorkForce Suite

Product Demonstration: Time and Attendance

Introduction to WorkForce Time and Attendance

Introduction to Data Collection Terminals

WebClock Time Entry Basics

Interfaces Overview

Product Demonstration: Analytics

Time and Attendance Employee Essentials

Time and Attendance Manager Essentials

Time and Attendance Period End Essentials

Time and Attendance Administrator Essentials

Product Demonstration: Advanced Scheduler

Product Demonstration: Absence Compliance Tracker

Product Demonstration: Forecasting and Scheduling



[Full Learning Roadmap ›](#)



[WorkForce Forecasting and Scheduling Learning Roadmap ›](#)



1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. WF&S Functional Implementation (PT110)

## Description

The Working with WorkForce course provides helpful information on engaging WorkForce Software throughout your projects and learning journeys. You'll find out how to submit requests for new environments to kick off a project, how to order Data Collection Terminals, where to go for best practices, and more.

## Delivery

WorkForce LMS

## Prerequisite

WorkForce Essentials (PT001)

## Estimated Completion Time

2 hours

## Training Topics

Working with WorkForce

WorkForce CheckPoint Services

How to Submit a Case



[Full Learning Roadmap ›](#)



[WorkForce Forecasting and Scheduling Learning Roadmap ›](#)





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. WF&S Functional Implementation (PT110)

## Description

The Working with WorkForce course provides helpful information on engaging WorkForce Software throughout your projects and learning journeys. You'll find out how to submit requests for new environments to kick off a project, how to order Data Collection Terminals, where to go for best practices, and more.

## Delivery

Instructor-Led Training

## Prerequisite

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)

## Duration

2 Half-day Sessions Virtual Instructor-Led Training (8 hours)

## Training Topics

WF&S Product Positioning

Customer Success Stories

Product Overview and Demonstration

Forecasting Principles

Forecasting and Labor Demand

Customer-Facing Forecasting in WF&S

WF&S Configuration Requirements



[Full Learning Roadmap ›](#)



[WorkForce Forecasting and Scheduling Learning Roadmap ›](#)



1. Level 1 WF&S Functional Implementation Certification Complete

The completion of the Level 1 Time Functional Implementation Certification program is the first requirement for this program. Estimated completion time above does not include this.



2. WF&S Configuration Essentials (PT111)

This course provides the information participants need to understand the Forecasting and Scheduling (WF&S) product and to lead the functional aspects of a WF&S project.



Requirements and Registration

Full Learning Roadmap ›

WorkForce Forecasting and Scheduling Learning Roadmap ›



1. Level 1 WF&S Functional Implementation Certification Complete

2. WF&S Configuration Essentials (PT111)

## Description

WF&S configuration requires functional implementation knowledge. This program will enable a technical consultant who has completed the WF&S Functional Implementation Certification program to begin configuration setup of the WF&S Solution.

## Prerequisites

- 5+ years of experience in a consulting role, as a business analyst or other functional lead interviewing customers and documenting requirements.
- Logical and technical mindset that is able to analyze problems and identify root causes.
- Experience in implementing or training on a software system.

## Certification Prerequisite

Click the **orange** button below to see the courses offered for this certification prerequisite.

**Level 1 WF&S Functional Implementation Certification**



[Full Learning Roadmap ›](#)



[WorkForce Forecasting and Scheduling Learning Roadmap ›](#)



1. Level 1 WF&S Functional Implementation Certification Complete

2. WF&S Configuration Essentials (PT111)

## Description

This course provides the information participants need to configure the Forecasting and Scheduling (WF&S) product. Through instructional and interactive exercises, participants will learn configuration best practices for core aspects of the WF&S system. This includes setting up optimizer, schedule planning, and other key components.

## Delivery

Instructor-Led Training

## Prerequisites

1. Level 1 WF&S Functional Implementation Certification Complete

## Duration

2 Half-day Sessions Virtual Instructor-Led Training (8 hours)

## Training Topics

- New Account Validation
- New Account Setup
- Configuration to Validation
- Account Set Up Devices
- Configuration of WF&S Time and Attendance
- Configuration of Optimizer
- Introduction to Interfacing
- Introduction to Pay Rules
- Sharing Learnings with Stakeholders
- Integration and Initial Loads
- Overview of WorkForce Mobile



[Full Learning Roadmap ›](#)

[WorkForce Forecasting and Scheduling Learning Roadmap ›](#)



## WorkForce Absence Compliance Tracker Product Description

Absence Compliance Tracker (ACT) is an intake and case management tool for leave cases governed by federal, state, or provincial laws. ACT breaks down leave management into three basic steps to ensure consistency and fairness within an organization.

Those steps are leave determination, active case management, and compliance. ACT helps Human Resource professionals manage tasks, documents, and due dates for an absence case from the time an employee submits a request for leave until the employee returns to work.



## WorkForce Absence Compliance Tracker Partner Learning Roadmap

Click the level button to see the courses offered for that level and role.

Functional Roles		
Business Analyst	Level 1	
Technical Roles		
Configuration Specialist	Level 1	Level 2
Ongoing Training		
Sandbox Environments	Information on Sandboxes	
On Demand Catalog	Partner On Demand Catalog	

■ Course not yet available—coming soon!





1. Level 1 Time Certification Complete

The completion of a Level 1 Time Certification program is the first requirement for this program. Estimated completion time above does not include this.



2. ACT Functional Implementation (PT130)

Learn the standard features and use of WorkForce Absence Compliance Tracker (ACT).



Requirements and Registration

Full Learning Roadmap ›

WorkForce Absence Compliance Tracker Learning Roadmap ›



## 1. Level 1 Time Certification Complete

## 2. ACT Functional Implementation (PT130)

### Description

This certification is for any role implementing the WorkForce ACT Solution.

ACT can be deployed as a stand-alone or add-on to WorkForce Time. Prior certification for Time is required to build on the knowledge and handle either type of implementation.

### Prerequisites

- 5+ years of experience in a consulting role, as a business analyst or other functional lead interviewing customers and documenting requirements.
- Logical and technical mindset that is able to analyze problems and identify root causes.
- Experience in implementing or training on a software system.

### Certification Prerequisite

Click the **orange** buttons below to see the courses offered for this certification prerequisite.

[Level 1 Time Functional Implementation Certification](#)

[Level 1 Time Configuration Specialist Certification](#)



[Full Learning Roadmap ›](#)



[WorkForce Absence Compliance Tracker Learning Roadmap ›](#)



1. Level 1 Time Certification Complete

2. ACT Functional Implementation (PT130)

## Description

Learn the standard features and use of WorkForce Absence Compliance Tracker.

## Delivery

WorkForce LMS

## Prerequisite

- Level 1 Time Functional Implementation Certification
- OR
- Level 1 Time Configuration Specialist Certification

## Estimated Completion Time

4.5 Hours

## Training Topics

ACT Functional Implementation

ACT Product Demonstration

ACT Employee Essentials

ACT Case Manager Essentials

ACT Administrator Essentials

ACT User Acceptance Testing



[Full Learning Roadmap ›](#)

[WorkForce Absence Compliance Tracker Learning Roadmap ›](#)



# WorkForce ACT Configuration Specialist Level 1

Estimated Program Completion Time: 2 hours



1. Level 1 Time Configuration Specialist Certification Complete

The completion of Level 1 Time Configuration Specialist Certification program is the first requirement for this program. Estimated completion time above does not include this.



2. Level 1 ACT Functional Implementation Certification Complete

The completion of a Level 1 ACT Certification program is also a requirement for this program. Estimated completion time above does not include this.



3. ACT Configuration Essentials (PT131)

Build on the functional ACT knowledge and learn how to add the ACT Extension to the Standard Base Product.



Requirements and Registration

Full Learning Roadmap ›

WorkForce Absence Compliance Tracker Learning Roadmap ›





1. Level 1 Time Configuration Specialist Certification Complete

2. Level 1 ACT Functional Implementation Certification Complete

3. ACT Configuration Essentials (PT131

## Description

This certification is for technical consultants implementing the WorkForce ACT Solution.

ACT can be deployed as a stand-alone or add-on to WorkForce Time. Prior certification for Time Configuration Specialist is required to build on the knowledge and handle either type of implementation.

## Prerequisites

- 5+ years of experience in a consulting role, as a business analyst or other functional lead interviewing customers and documenting requirements.
- Logical and technical mindset that is able to analyze problems and identify root causes.
- Experience in implementing or training on a software system.

## Certification Prerequisite

Click the **orange** button below to see the courses offered for this certification prerequisite.

**Level 1 Time Configuration Specialist Certification**



[Full Learning Roadmap ›](#)

[WorkForce Absence Compliance Tracker Learning Roadmap ›](#)



1. Level 1 Time Configuration Specialist Certification Complete

2. Level 1 ACT Functional Implementation Certification Complete

3. ACT Configuration Essentials (PT131)

## Description

Learn the standard features and use of WorkForce Absence Compliance Tracker.

## Delivery

WorkForce LMS

## Prerequisites

- Level 1 Time Configuration Specialist Certification

## Certification Prerequisite

Click the **orange** button below to see the courses offered for this certification prerequisite.

[Level 1 ACT Functional Implementation Certification](#)



[Full Learning Roadmap ›](#)

[WorkForce Absence Compliance Tracker Learning Roadmap ›](#)



1. Level 1 Time Configuration Specialist Certification Complete

2. Level 1 ACT Functional Implementation Certification Complete

3. ACT Configuration Essentials (PT131)

## Description

Learn how to add the ACT Extension to the Standard Base Product.

## Delivery

WorkForce LMS

## Prerequisites

1. Level 1 Time Configuration Specialist Certification
2. Level 1 ACT Functional Implementation Certification

## Estimated Completion Time

2 Hours

## Training Topics

ACT Configuration Essentials

Technical Build of the ACT Extension



[Full Learning Roadmap ›](#)



[WorkForce Absence Compliance Tracker Learning Roadmap ›](#)



## WorkForce Advanced Scheduler Product Description

Advanced Scheduler is for organizations who need to match employees with a list of jobs or necessary roles.

If employees have the same job every day, even if they have rotating schedules, the scheduling capabilities of WorkForce Time and Attendance are likely enough. But, if an employee might be working Job A or Job B depending on the needs of the organization and the other available employees at that time, which could include whether people are qualified for that job, you should use Advanced Scheduler.



## WorkForce Advanced Scheduler Partner Learning Roadmap

Click the level button to see the courses offered for that level and role.

Functional Roles		
Business Analyst	<a href="#">Level 1</a>	<a href="#">Level 2</a>
Technical Roles		
Configuration Specialist	<a href="#">Level 1</a>	<a href="#">Level 2</a>
Ongoing Training		
Sandbox Environments	<a href="#">Information on Sandboxes</a>	
On Demand Catalog	<a href="#">Partner On Demand Catalog</a>	

■ Course not yet available—coming soon!





1. Level 1 Time Certification Complete

The completion of a Level 1 Time Certification program is the first requirement for this program.



2. AS Functional Implementation (PT140)

Through self-paced eLearning, learn the fundamentals of matching employees with a list of jobs or necessary roles in the Advanced Scheduler (AS) product.



Requirements and Registration

Full Learning Roadmap ›

WorkForce Advanced Scheduler Learning Roadmap ›





## 1. Level 1 Time Certification Complete

## 2. AS Functional Implementation (PT140)

### Description

This certification is for any role implementing the WorkForce AS Solution.

AS can be deployed as a stand-alone or add-on to WorkForce Time. Prior certification for Time is required to build on the knowledge and handle either type of implementation.

### Prerequisites

- 5+ years of experience in a consulting role, as a business analyst or other functional lead interviewing customers and documenting requirements.
- Logical and technical mindset that is able to analyze problems and identify root causes.
- Experience in implementing or training on a software system.

### Certification Prerequisite

Click the **orange** buttons below to see the courses offered for this certification prerequisite.

[Level 1 Time Functional Implementation Certification](#)

[Level 1 Time Configuration Specialist Certification](#)



[Full Learning Roadmap ›](#)

[WorkForce Advanced Scheduler Learning Roadmap ›](#)



1. Level 1 Time Certification Complete

2. AS Functional Implementation (PT140)

## Description

Through self-paced eLearning, learn the fundamentals of matching employees with a list of jobs or necessary roles in the Advanced Scheduler (AS) product.

## Delivery

WorkForce LMS

## Prerequisite

- Level 1 Time Functional Implementation Certification
- OR
- Level 1 Time Configuration Specialist Certification

## Estimated Completion Time

3 Hours

## Training Topics

AS Functional Implementation

AS Product Demonstration

AS Scheduler Essentials

AS Administrator Essentials



[Full Learning Roadmap ›](#)

[WorkForce Advanced Scheduler Learning Roadmap ›](#)





- 1. Level 1 Time Configuration Specialist Certification Complete
- 2. Level 1 AS Functional Implementation Certification Complete
- 3. AS Configuration Essentials (PT141

The completion of the Level 1 Time Configuration Specialist Certification program is the first requirement for this program. Estimated completion time above does not include this.

The completion of the Level 1 Functional Implementation Certification program is also a requirement for this program. Estimated completion time above does not include this.

This track digs into the configuration of the Advanced Scheduler product.



Requirements and Registration

Full Learning Roadmap ›

WorkForce Advanced Scheduler Learning Roadmap ›



1. Level 1 Time Configuration Specialist Certification Complete

2. Level 1 AS Functional Implementation Certification Complete

3. AS Configuration Essentials (PT141

## Description

This certification is for technical consultants implementing the WorkForce AS Solution.

AS can be deployed as a stand-alone or add-on to WorkForce Time. Prior certification for Time Configuration Specialist is required to build on the knowledge and handle either type of implementation.

## Recommended Prerequisites

1. Experience in implementing or training on software systems
2. Experience with SQL and writing queries
3. Experience providing application support for complex software systems
4. Familiarity with programming in a 3GL or 4GL language
5. Logical and technical mindset for analyzing problems and identifying root causes

## Certification Prerequisite

Click the **orange** button below to see the courses offered for this certification prerequisite.

**Level 1 Time Configuration Specialist Certification**



[Full Learning Roadmap ›](#)



58



[WorkForce Advanced Scheduler Learning Roadmap ›](#)



1. Level 1 Time Configuration Specialist Certification Complete

2. Level 1 AS Functional Implementation Certification Complete

3. AS Configuration Essentials (PT141

## Description

Through self-paced eLearning, learn the fundamentals of matching employees with a list of jobs or necessary roles in the Advanced Scheduler (AS) product.

## Delivery

WorkForce LMS

## Prerequisites

- Level 1 Time Functional Implementation Certification
- OR
- Level 1 Time Configuration Specialist Certification

## Certification Prerequisite

Click the **orange** button below to see the courses offered for this certification prerequisite.

[Level 1 AS Functional Implementation Certification](#)



[Full Learning Roadmap ›](#)



[WorkForce Advanced Scheduler Learning Roadmap ›](#)



1. Level 1 Time Configuration Specialist Certification Complete

2. Level 1 AS Functional Implementation Certification Complete

3. AS Configuration Essentials (PT141

## Description

This track digs into the configuration of the Advanced Scheduler product.

## Delivery

Virtual Instructor-Led Training

## Prerequisites

1. Level 1 Time Configuration Specialist Certification
2. Level 1 AS Functional Implementation Certification

## Duration

4 Half-day Sessions Virtual Instructor-Led Training (16 hours) + 2 Hour Self-paced Exam

## Training Topics

AS Overview

Configuring AS

Organizational Structure

Shifts

Qualifications

Stations

Models

Rotation Patterns

Constraints and Preferences

Configuring Callouts

Configuring Shift Swaps

Profiles and Permissions

AS Interfaces: JSON Script and AS Assignment



[Full Learning Roadmap ›](#)



[WorkForce Advanced Scheduler Learning Roadmap ›](#)



## WorkForce Analytics Product Description

WorkForce Analytics empowers users to quickly and easily build custom views of labor-related data and share that information with executives, supervisors, and coworkers across the business.



## WorkForce Analytics Partner Learning Roadmap

Click the level button to see the courses offered for that level and role.

Technical Roles		
Analytics Report Specialist	Level 1	Level 2

■ Course not yet available—coming soon!





1. WorkForce Essentials (PT001)

The WFS Essentials track is your introduction to WorkForce Software and our product suite.



2. Working with WorkForce (PT002)

Working with WorkForce documentation provides helpful information on engaging WorkForce Software throughout your projects and learning journeys.



3. Tenant Manager Essentials (PT003)

Through self-paced eLearning, learn about the WorkForce Tenant Manager tool used to manage instances of the WorkForce Time and Attendance suite.



4. Time Database Schema Essentials (PT120)

Learn details regarding where time and attendance data is stored and how to access it for reports, exports, or other purposes.



5. WorkForce Analytics Custom Reporting (PT121)

Participants will learn the basics of customizing the WorkForce sample universe and how to create and work with WorkForce Analytics reports.



Requirements and Registration

Full Learning Roadmap ›

WorkForce Analytics Learning Roadmap ›





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Database Schema Essentials (PT120)

5. WorkForce Analytics Custom Reporting (PT121)

## Description

The WFS Essentials track is your introduction to WorkForce Software and our product suite. You will be assigned a track including a series of eLearning courses and videos covering an overview of the company, to demonstrations of our products, to end-user experiences for our WorkForce Time product.

## Delivery

WorkForce LMS

## Prerequisite

Partner Agreement Signed

## Estimated Completion Time

13 hours

## Training Topics

Company Overview

WorkForce Management Overview

Hosting: Introduction to the Cloud-based WorkForce Suite

Product Demonstration: Time and Attendance – US

Introduction to WorkForce Time and Attendance

Introduction to Data Collection Terminals

WebClock Time Entry Basics

Interfaces Overview

Product Demonstration: Analytics

Time and Attendance Employee Essentials

Time and Attendance Manager Essentials

Time and Attendance Period End Essentials

Time and Attendance Administrator Essentials

Product Demonstration: Advanced Scheduler

Product Demonstration: Absence Compliance Tracker

Product Demonstration: Forecasting and Scheduling





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Database Schema Essentials (PT120)

5. WorkForce Analytics Custom Reporting (PT121)

## Description

The Working with WorkForce course provides helpful information on engaging WorkForce Software throughout your projects and learning journeys. You'll find out how to submit requests for new environments to kick off a project, how to order Data Collection Terminals, where to go for best practices, and more.

## Delivery

WorkForce LMS

## Prerequisite

WorkForce Essentials (PT001)

## Estimated Completion Time

2 hours

## Training Topics

Working with WorkForce

WorkForce CheckPoint Services

How to Submit a Case







1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Database Schema Essentials (PT120)

5. WorkForce Analytics Custom Reporting (PT121)

## Description

This course is a prerequisite to attending technical training courses. It provides information on the Tenant Manager tool used to work with customer environments. This tool will be used in technical training courses for hands-on experience.

## Delivery

WorkForce LMS

## Prerequisites

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)

## Estimated Completion Time

3 hours

## Training Topics

Tenant Manager Overview

Tenant Manager Introduction

Tenant Manager Working with Environments

Tenant Manager Refresh Views

Tenant Manager Data Actions

Tenant Manager Database Queries

Tenant Manager View Files





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Database Schema Essentials (PT120)

5. WorkForce Analytics Custom Reporting (PT121)

## Description

In this technical course, participants learn details on where Time and Attendance data is stored in the WorkForce database and how to access it for reports, exports, or other purposes.

## Delivery

Virtual Instructor-Led Training

## Prerequisites

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)
3. Tenant Manager Essentials (PT003)

## Duration

3 Half-day Sessions Virtual Instructor-Led Training (12 hours)

## Training Topics

Introduction to the Time Database Structure

Commonly Used Tables and Queries

Employee and Assignment Tables

Pay Period Tables

Timesheet Tables

Exception Tables

Accrual Management Tables

Schedules Tables

Data Collection Terminal Tables





1. WorkForce Essentials (PT001)

2. Working with WorkForce (PT002)

3. Tenant Manager Essentials (PT003)

4. Time Database Schema Essentials (PT120)

5. WorkForce Analytics Custom Reporting (PT121)

## Description

Participants will learn the basics of customizing the WorkForce sample universe and how to create and work with WorkForce Analytics reports.

## Delivery

Instructor-Led Training

## Prerequisite

1. WorkForce Essentials (PT001)
2. Working with WorkForce (PT002)
3. Tenant Manager Essentials (PT003)
4. Time Database Schema Essentials (PT120)

## Duration

2 Days

## Training Topics

- Introduction to the Integrated Analytics Tool
- Create Charts
- Work with Blank and Pre-Defined Cells
- How BusinessObjects and WorkForce are Integrated
- Set up WorkForce to use Analytics
- How to use the Universe Design Tool
- Create a new WorkForce Universe
- Work with List Values and Conditions
- Migrate and deliver a Custom Universe
- Troubleshoot Common Errors





## WorkForce Terminals Product Description

WorkForce Software provides a variety of Data Collection Terminal (DCT) options for our customers. These devices provide secure, convenient, and reliable ways for employees and contractors to enter time and job data.

From biometrics to weatherized terminals for heavy duty work environments, we can meet any range of business and operating requirements. Further, a host of badge readers—including magnetic stripe, barcode, and proximity designs—support time entry, multiple assignments, labor distribution, and more, all with a simple swipe.



## WorkForce Terminals Partner Learning Roadmap

Click the level button to see the courses offered for that level and role.

Functional Roles		
Project Manager	<a href="#">Level 1</a>	
Business Analyst	<a href="#">Level 1</a>	<a href="#">Level 2</a>

■ Course not yet available—coming soon!





## 1. Level 1 Time Functional Implementation Certification Complete

The completion of the Level 1 Time Functional Implementation Certification program is the first requirement for this program. Estimated completion time above does not include this.



## 2. WorkForce Terminals Functional Implementation (PT160)

In this course, you will learn what WorkForce Terminals are available, their features, compatibility considerations.



Requirements and Registration

Full Learning Roadmap ›

WorkForce Terminals Learning Roadmap ›





1. Level 1 Time Functional Implementation Certification Complete

2. WorkForce Terminals Functional Implementation (PT160)

## Description

The Level 1 Terminals Functional Implementation Certification program is for Project Managers and Business Analysts implementing the WorkForce Terminals.

Terminals are an add-on to the WorkForce Suite of products. Prior certification for Time is required to build on the knowledge and gain an understanding of how Terminals are configured and deployed.

## Prerequisites

- 5+ years of experience in a consulting role, as a business analyst or other functional lead interviewing customers and documenting requirements.
- Logical and technical mindset that is able to analyze problems and identify root causes.
- Experience in implementing or training on a software system.

## Certification Prerequisite

Click the **orange** button below to see the courses offered for this certification prerequisite.

[Level 1 Time Functional Implementation Certification](#)



[Full Learning Roadmap ›](#)

[WorkForce Advanced Scheduler Learning Roadmap ›](#)



1. Level 1 Time Functional Implementation Certification Complete

2. WorkForce Terminals Functional Implementation (PT160)

## Description

Build on the L1 Time Functional Implementation certification by learning about what WorkForce terminals are available, their features and compatibility considerations.

## Delivery

WorkForce LMS

## Prerequisite

Time Level 1 Functional Implementation Certification

## Estimated Completion Time

1 Hour

## Training Topics

WorkForce Terminal Functional Implementation

WorkForce Terminals Product Demonstration

Introduction to WorkForce Terminals





## WorkForce Fatigue Management Product Description

Fatigue Management (FM)—an integrated part of the WorkForce Time and Attendance suite—automates all facets of fatigue risk mitigation to ensure employee work hour limits are enforced and that employees are fit for duty.

Fatigue Management Petrochemical Industry Pak (FMPIP) is a template that uses exception reporting for petroleum (petrochem) customers. A pre-defined list of exceptions based on the RP755 standard by American Petroleum Institute is used in this template. Exceptions help with Advanced Scheduler (AS) scheduling rules and are mostly acknowledgeable.



## WorkForce Fatigue Management Partner Learning Roadmap

Click the level button to see the courses offered for that level and role.

Functional Roles		
Project Manager	<a href="#">Level 1</a>	
Business Analyst	<a href="#">Level 1</a>	<a href="#">Level 2</a>

■ Course not yet available—coming soon!





# WorkForce Fatigue Management Functional Implementation Level 1

Estimated Program Completion Time: 1.5 hours



1. Level 1 Time Functional Implementation Certification Complete

The completion of the Level 1 Time Functional Implementation Certification program is the first requirement for this program. Estimated completion time above does not include this.



2. Level 1 AS Functional Implementation Certification Complete

The completion of the Level 1 AS Functional Implementation Certification program is also required for this program. Estimated completion time above does not include this.



3. FM Functional Implementation (PT150)

This self-paced track provides an overview of WorkForce's Fatigue Management solution, including an introduction to the regulatory document that drives the solution.



Requirements and Registration

Full Learning Roadmap ›

WorkForce Fatigue Management Learning Roadmap ›





1. Level 1 Time Functional Implementation Certification Complete

2. Level 1 AS Functional Implementation Certification Complete

3. FM Functional Implementation (PT150)

## Description

This certification is for any role implementing the WorkForce AS Solution.

AS can be deployed as a stand-alone or add-on to WorkForce Time. Prior certification for Time is required to build on the knowledge and handle either type of implementation.

## Recommended Prerequisites

- 5+ years of experience in a consulting role, as a business analyst or other functional lead interviewing customers and documenting requirements.
- Logical and technical mindset that is able to analyze problems and identify root causes.
- Experience in implementing or training on a software system.

## Certification Prerequisite

Click the **orange** button below to see the courses offered for this certification prerequisite.

[Level 1 Time Functional Implementation Certification](#)



[Full Learning Roadmap ›](#)

[WorkForce Fatigue Management Learning Roadmap ›](#)



1. Level 1 Time Functional Implementation Certification Complete

2. Level 1 AS Functional Implementation Certification Complete

3. FM Functional Implementation (PT150)

## Description

This certification is for any role implementing the WorkForce AS Solution.

AS can be deployed as a stand-alone or add-on to WorkForce Time. Prior certification for Time is required to build on the knowledge and handle either type of implementation.

## Prerequisites

Level 1 Time Functional Implementation Certification

## Certification Prerequisite

Click the **orange** button below to see the courses offered for this certification prerequisite.

[Level 1 AS Functional Implementation Certification](#)



[Full Learning Roadmap ›](#)



[WorkForce Fatigue Management Learning Roadmap ›](#)



1. Level 1 Time Functional Implementation Certification Complete

2. Level 1 AS Functional Implementation Certification Complete

3. FM Functional Implementation (PT150)

## Description

This self-paced track provides an overview of WorkForce's Fatigue Management solution, including an introduction to the regulatory document that drives the solution.

## Delivery

WorkForce LMS

## Prerequisite

1. Level 1 Time Functional Implementation Certification
2. Level 1 AS Functional Implementation Certification

## Estimated Completion Time

1.5 Hours

## Training Topics

FM Functional Implementation



[Full Learning Roadmap ›](#)

[WorkForce Fatigue Management Learning Roadmap ›](#)



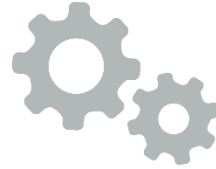
## Authorized Service Partner Sandbox Environment Service Description

WorkForce Software understands that our Authorized Service Partners will often need to demonstrate concepts to prospects and customers, test potential solutions, or have a sandbox for training purposes.

Therefore; WorkForce Software is providing each Authorized Service Partner with access to one (1) environment annually free of charge (FOC) for this purpose.

To receive access to your FOC environment, contact Global Training & Enablement at [training@workforcesoftware.com](mailto:training@workforcesoftware.com).

If you would like additional environments, they can be purchased at an annual subscription rate on the [WorkForce LMS](#). When ready to purchase additional environments, contact [training@workforcesoftware.com](mailto:training@workforcesoftware.com) to complete the payment process.



## Included Configurations

Within the environment(s), the following configurations will be provided:

1. **Standard Product Demonstration** (This demo environment is built to demonstrate our Standard Product and contains no custom configuration.)
2. **Standard Product Global Base** (This is the default policy set installed in a customer environment.)
3. **Custom Configuration Demonstration** (This demonstration environment is meant to show custom solutions and includes Time, ACT and AS products.)
4. **Configuration Essentials Training** (This is the policy set base used in the Time Configuration Essentials training course. This can be used to keep your consultants working through their exercises to keep their skill set relevant and up to date.)



[Request Sandbox Access](#)

[Full Learning Roadmap ›](#)



## Partner Individual Courses

Flexible product training anytime. From review of basic concepts, to keeping up with the latest releases, these courses keep certified partner consultants up to speed on their skills.

The Partner Courses Catalog includes individual courses that can be taken for free or purchased by certified consultants. Once purchased, there is no time limit and the courses can be taken when it is convenient.

## Partner On Demand Subscription

Package all On Demand training courses into a convenient subscription where the latest materials are always available.

To purchase an annual subscription on the [WorkForce LMS](#), contact [training@workforcesoftware.com](mailto:training@workforcesoftware.com) to complete the payment process.



## Examples of Individual Courses Available

Standard Product Functional Implementation
Standard Product Configuration
WorkForce Time Configuration Specialist Mock Project
Crew Management Overview
Product Update / Release Training

## Examples of Courses Included in Subscription

All courses in list above	Configuration: Breaks and Holidays
End User Training Courses for WorkForce Suite	Configuration: Mobile and Schedules
Version Updates v15 – current	Configuration: Time Off Requests
Standard Product Implementation	Configuration: Time Record Groups
Configuration: Rounding	Configuration: Amendments
Configuration: Employee Attributes	Configuration: Multiple Assignment
Configuration: Translations	Configuration: Bidding
Configuration: Bidding	Configuration: Policy Bundles & Diff

[Individual Course Catalog](#)

[Purchase a Subscription](#)

