



MAKING
WORK
EASY

WORKFORCE TRAINING AND EDUCATION COURSE CATALOG

Implementation, Certification and On
Demand Courses



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This document was last updated on April 30, 2020.

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The key to using any software is proper training. First-class training, coupled with a commitment to the implementation, makes the transition to the new system easier. WorkForce Training and Education training courses contain the information needed to deploy WorkForce quickly and efficiently.

WorkForce Training and Education

Learning In Person or On Demand

The key to using any software system successfully is proper training. First-class training makes the transition to the new system easier.

WorkForce Software offers instructor-led training courses at the customer's location or at the WorkForce Software corporate headquarters (public training), and flexible eLearning education when needed via WorkForce Training and Education On Demand. We focus on equipping attendees with the knowledge and skills they need to maximize the power of the WorkForce solution.

Training Options

WorkForce Training and Education Instructor-Led Private Courses

WorkForce Training and Education instructor-led courses are delivered to the customer team using a train-the-trainer approach. These courses are delivered at the customer's location during the WorkForce system implementation. Instructor-led courses combine lecture, product demonstration, and hands-on activity. Training materials for each class are provided in a pdf file format.

WorkForce Training and Education Instructor-Led Public Courses

WorkForce Training and Education instructor-led public courses are delivered at WorkForce Software corporate locations. These courses are open to multiple customers based on seat availability. Public courses combine lecture, product demonstration, and hands-on activity, and allow attendees to collaborate and share insights with other WorkForce Software customers in attendance. Training materials for each class are provided.

To view the WorkForce Training and Education public courses calendar, visit the WorkForce Software Web site at www.workforcesoftware.com/services/customer-education.

WorkForce Training and Education On Demand

WorkForce Training and Education On Demand includes access to the WorkForce Software Learning Management System and library of eLearning courses developed to educate our customers, partners, and employees on WorkForce. On Demand courses are self-paced to fit your schedule.

Access to WorkForce Training and Education On Demand is offered as a subscription service to key administrators and/or trainers in the customer's organization.

How to Contact Us

- WorkForce Software Web site
www.workforcesoftware.com/services/customer-education/
- Email inquiries to training@workforcesoftware.com
- Contact your WorkForce Software Account Manager

WorkForce Training and Education Curriculums

WorkForce Training and Education instructor-led and On Demand courses are grouped into categories, making it easy to focus on specific learning needs. Details regarding each of the individual courses is available in the course descriptions section of this catalog.

Implementation Training Curriculum – Instructor-Led

WorkForce Training and Education instructor-led courses educate employees, managers, timekeepers, payroll personnel and administrators on WorkForce. These courses are delivered during the WorkForce implementation to the project team, trainers, and administrators.

Workforce Management

Course Number	Course Name	Delivery
TST01	Testing Preparations	Instructor-led – virtual
TST02	Testing Kick-Off (1 day or 2 days)	Instructor-led

Time & Attendance

Course Number	Course Name	Delivery
TMA00	Core Functionality	Instructor led
TMA01	Employee Functions	Instructor-led
TMA02	Manager Functions	Instructor-led
TMA03	Administrator Functions	Instructor-led

Data Collection Terminals

Course Number	Course Name	Delivery
DCT01	Data Collection Terminal Management	Instructor-led – virtual

Absence Compliance Tracker

Course Number	Course Name	Delivery
ACT00	Core Concepts	Instructor-led – virtual
ACT01	Employee and Case Manager Functions	Instructor-led
ACT02	Administrator Functions	Instructor-led

Advanced Scheduler

Course Number	Course Name	Delivery
ASC00	Core Concepts	Instructor-led – virtual
ASC01	Scheduler Functions	Instructor-led
ASC02	Administrator Functions	Instructor-led

Analytics

Course Number	Course Name	Delivery
ANL01	WorkForce Analytics Ad Hoc Reporting	Instructor-led – virtual

Implementation Training Curriculum – On Demand

WorkForce Training and Education On Demand courses educate employees, managers, timekeepers, payroll personnel and administrators on WorkForce. These courses are delivered during the WorkForce implementation to the project team, trainers, and administrators. On Demand subscription courses can be completed as needed during the implementation and/or once WorkForce is deployed.

Time & Attendance

Course Number	Course Name	Delivery
TA100	Core Concepts	On Demand subscription
TA120	User Acceptance Testing	On Demand subscription
TA150	Employee Essentials	On Demand subscription
TA250	Manager Essentials	On Demand subscription
TA300	Period End Essentials	On Demand subscription
TA350	Administrator Essentials	On Demand subscription
TA171	WebClock Time Entry Basics	On Demand subscription
TA177	WorkForce 4000 Time Entry Basics	On Demand subscription

Data Collection Terminals

Course Number	Course Name	Delivery
DCF105	WorkForce Terminal Product Demonstration	On Demand subscription
DCF110	Introduction to WorkForce Terminals	On Demand subscription
CL301	Managing Data Collection Terminals	On Demand subscription

Absence Compliance Tracker

Course Number	Course Name	Delivery
ACF105	Absence Compliance Tracker Product Demonstration	On Demand subscription
AC120	User Acceptance Testing	On Demand subscription
ACF150	Absence Compliance Tracker Employee Essentials	On Demand subscription
ACF160	Absence Compliance Tracker Case Manager Essentials	On Demand subscription
ACF170	Absence Compliance Tracker Administrator Essentials	On Demand subscription

Advanced Scheduler

Course Number	Course Name	Delivery
AS120	User Acceptance Testing	On Demand subscription
ASF105	Advanced Scheduler Product Demonstration	On Demand subscription
ASF155	Advanced Scheduler Essentials	On Demand subscription
ASF180	Advanced Scheduler Administrator Essentials	On Demand subscription

Crew Management

Course Number	Course Name	Delivery
CM150	Crew Management End User Training	On Demand subscription

Forecasting & Scheduling

Course Number	Course Name	Delivery
CT111	WF&S System Administration	Course Purchase

Customer Certification Curriculum

For users who want to take a deeper dive into WorkForce, we offer configuration, reporting, analytics, and database schema courses. These courses are geared towards administrators and/or technical users of the systems, report writers, and those customers interested in maintaining or self-implementing the WorkForce solution.

Public Courses – Per Seat

Course Number	Course Name	Delivery
CT101	Time & Attendance Troubleshooting	Instructor-led – virtual
CT102	Time & Attendance System Maintenance	Instructor-led – virtual
CT103	Time & Attendance Advanced Configuration Maintenance	Instructor-led – virtual
CT104	Time & Attendance Building New Configuration	Instructor-led – virtual
CT111	Forecasting & Scheduling Administration	On-Demand
CT120	Time & Attendance Database Schema	Instructor-led - virtual
CT121	WorkForce Analytics Universe Customization	Instructor-led – virtual
CT125	Time & Attendance Custom Report Development	Instructor-led - virtual

Course Descriptions – Instructor-led Courses by Subject

Absence Compliance Tracker

ACT00 Core Concepts

Gain an overview of the Absence Compliance Tracker to bring staff up to speed on functional details.

Audience	Human resources and other personnel who manage your organizational leave request and compliance needs
Prerequisites	None
Duration	4 hours
Class Size Limit	15
Delivery	Virtual (WebEx)

Course Content

- General terminology
- Fundamental employee management details
- User interface
- Leave requests
- Time off requests
- Viewing an absence case
- Approvals
- Administrator workflow
- Compliance issues

ACT01 Employee and Case Manager Functions

Learn to use ACT from the employee and case manager perspectives to ensure compliance with federal, state, and local laws.

Audience	This is a train-the-trainer course. Company trainers and human resources or other personnel assigned to manage cases should attend.
Prerequisites	None
Duration	4 hours

Class Size Limit	10
Delivery	Instructor-led class

Course Content

- Employees entering leave requests
- Case managers entering leave requests
- Case managers reviewing cases
- Case manager workflow
- Override system-determined leave eligibility
- ACT reports

ACT02 Administrator Functions

Take a guided tour through the WorkForce workflow and other administrative tasks. This course is not necessary for customers also implementing WorkForce Time & Attendance.

ACT02 is for ACT only implementations.

Audience	Human resources, payroll, or other personnel assigned to administer the WorkForce application.
Prerequisites	ACT01
Duration	3 hours
Class Size Limit	8
Delivery	Instructor-led class

Course Content

- The WorkForce administrative client
- Generate administrative reports
- Advance pay periods
- Import data
- Update system data
- User roles
- Schedule templates
- Maintain employee data in WorkForce
- Create new administrative users
- Emulate end user access

Advanced Scheduler

ASC00 Core Concepts

Gain an overview of the Advanced Scheduler to ramp up staff speed on functional details.

Audience	Staff responsible for managing organizational staffing needs
Prerequisites	None
Duration	4 hours
Class Size Limit	15
Delivery	Virtual (WebEx)

Course Content

- Implementation process
- Schedule methodology
- Define your organization
- Components of a schedule
- Employee schedule maintenance
- Find employees for open work assignments
- Overtime equalization
- Integrate with Time & Attendance
- Security considerations

ASC01 Scheduler Functions

Learn to manage complex employee schedules with our advanced scheduling tools.

Audience	Schedulers or other personnel responsible for managing employee schedules
Prerequisites	<ul style="list-style-type: none"> • ASC00 • Good understanding of AS core concepts
Duration	4 Hours
Class Size Limit	8
Delivery	Instructor-led class

Course Content

- Use Auto Scheduler to staff employees intelligently

- Manage schedule changes
- Manage employee availability
- Overtime equalization

ASC02 Administrator Functions

Learn to configure various building blocks within Advanced Scheduler.

Audience	Administrators who will configure and administer Advanced Scheduler
Prerequisites	ASC01
Duration	1 day
Class Size Limit	8
Delivery	Instructor-led class

Course Content

- Configure the Auto Scheduler to staff employees intelligently
- Configure Advanced Scheduler tools to manage schedule changes
- Manage employee availability
- Configure overtime equalization

Analytics

ANL01 WorkForce Analytics Ad Hoc Reporting

Learn the basics of creating and using Analytics reports through hands-on exercises.

Audience	Non-technical end users who will create WorkForce Analytics reports to view WorkForce data
Duration	4 Hours
Class Size Limit	6
Delivery	Virtual (WebEx)
Audience	Non-technical end users who will create WorkForce Analytics reports to view WorkForce data

Course Content

- Introduction to the WorkForce sample universe objects and filters

- Create and run queries in WorkForce
- Introduction to WorkForce Analytics

Data Collection Terminals

DCT01 Data Collection Terminal Management

Based on your organization's needs, learn about all aspects of your company's terminal functionality, transaction process and troubleshooting. We recommend taking this training just after WorkForce employee training and just before user acceptance testing.

Audience	Staff responsible for operating and maintaining data collection terminals in your organization's network.
Prerequisites	Terminal deployment
Duration	2 hours
Class Size Limit	10
Delivery	Virtual (WebEx)

Course Content

- DCT administrator and employee functions
- Biometric enrollment and management
- Control employee and administrator access
- Use the Web Manager application to manage the controller and DCTs
- Monitor employee data transactions
- Data flow from terminals to WorkForce
- Troubleshooting and technical support

Time & Attendance

TMA00 WorkForce Time & Attendance Core Functionality

In preparation for a successful implementation, project staff should attend this class to get up-to-speed on WorkForce’s overall functional architecture.

Audience	Human resources, payroll, and other staff actively involved with project execution
Prerequisites	None
Duration	8 hours (including requirements training) 4 hours (without requirements training)
Class Size Limit	15
Delivery	Instructor-led class

Course Content

- Core concepts in WorkForce Time & Attendance
- Key concepts of Time and Attendance and how WorkForce approaches them
- WorkForce terminology
- Hands-on introduction to the features of WorkForce Time & Attendance

TMA01 Employee Functions

Learn WorkForce navigation fundamentals and employee functions related to reporting time, activities, and absences in the system. Experience the WorkForce system from the employee’s perspective.

Audience	Company trainers, human resources, payroll, and managers responsible for managing or supervising employees who will use WorkForce
Prerequisites	None
Duration	4 Hours
Class Size Limit	10
Delivery	Instructor-led class

Course Content

- Enter data into a timesheet

- Request time off
- Run reports to look at your personal timesheet data
- Address timesheet exceptions
- Use different timesheet views to your advantage
- View pay results
- View time off bank balances

TMA02 Manager Functions

Become acquainted with WorkForce from the manager's perspective to learn functions and workflow related to managing employees.

Audience	Company trainers, human resources, payroll, and managers who will use WorkForce to manage other employees
Prerequisites	None, but attending TMA01 first is helpful
Duration	4 Hours
Class Size Limit	10
Delivery	Instructor-led class

Course Content

- Introduction to manager views of employee time and balances
- View pay results for employees
- Approval workflow and employee timesheet approval
- Assign schedules and schedule cycles to employee groups or specific employees
- Use WorkForce's group time entry screen
- Manage time off requests
- Manage timesheet exceptions
- Use manager reports to analyze employee time
- Delegate manager functions to another user

TMA03 Administrator Functions

This course guides time and attendance administrators through the WorkForce workflow and other day-to-day administrative tasks.

Audience	Human resources or payroll personnel responsible for WorkForce administration
Prerequisites	<ul style="list-style-type: none"> • TMA01 • TMA02
Duration	1 day
Class Size Limit	10
Delivery	Instructor-led class

Course Content

- Introduction to the Admin Customer
- Run administrative reports to evaluate timesheet status
- Maintain employee information
- Run tasks to update system data
- Create schedules for automated tasks
- Maintain calendars for holidays and other special dates
- Create schedule templates and cycles
- Understand exception types and their effects on timesheet processing
- Maintain employee bank balances
- Create and maintain manager access to employee timesheets
- Create new administrative users
- Set and reset passwords
- Emulate employee access with the super user account
- End of period processing workflow
- Perform end period processing steps
- Create, cancel, export, and close off cycle batches
- View import data logs

WorkForce Management

TST01 Testing Preparations

Gain insight into testing theory as it relates to WorkForce to learn how to develop effective test plans. This course is delivered early in the configuration phase of the project to give you sufficient time to develop test cases for the user acceptance testing phase of the project.

Audience	Human resources, IT, payroll, management, or other staff responsible for creating test cases
Prerequisites	None
Duration	3 hours
Class Size Limit	8
Delivery	Virtual (WebEx)

Course Content

- Introduction to basic testing concepts
- Prepare to test
- Create test cases
- Manage test execution

TST02 Testing Kickoff

This is an opportunity for live, real-time assistance at the start of the user acceptance testing phase of the project! Testers gain hands-on experience executing test cases, and identifying, logging, and communicating results back to the WorkForce implementation team. Testing Kickoff is usually delivered immediately following employee, manager, and administrator training to keep basic system functionality fresh in testers' minds as they step through your test cases.

Audience	Human resources, payroll, management, and other staff responsible for testing WorkForce in preparation for production deployment
Prerequisites	None
Duration	1 or 2 days depending upon configuration complexity and customer preference
Class Size Limit	15
Delivery	Instructor-led class

Course Content

- Understand the test environment
- Identify key configuration items to test
- Execute test cases to test your business requirements
- Coordinate testing
- Track test results and log issues

- Manage changes to your configuration

Course Descriptions - Public Instructor-Led Courses

CT101 Time & Attendance Troubleshooting

This course introduces the technical concepts necessary to understand how the WorkForce Time and Attendance (WT&A) system works. Through instruction and interactive exercises, attendees will obtain an understanding of key functional and technical concepts and learn to perform initial troubleshooting and system administrative tasks.

Audience	Business analysts and application administrators responsible for their company's WorkForce Time and Attendance system.
Prerequisites	It is recommended to have end user experience in the system as well as an analytical/troubleshooting mindset.
Duration	5 half-day virtual sessions OR 2 ½ days classroom
Class Size Limit	12
Delivery	Virtual (WebEx) or Instructor-led class at our annual VISION conference

Course Content

- Overview of WorkForce Time & Attendance and the relationship between system building blocks
- Understand relationship between employees and assignments
- Review key components of a timesheet and how to tie time to business rules
- How to adjust time for previous periods
- Overview of users, roles, delegations and understanding of impact to system functions
- Review of System Administration functions
- Understand flow of data between Time & Attendance to other systems and how to obtain actionable report data
- System architecture overview
- Review of key components of data collection terminals and data flow

CT102 Time & Attendance Configuration Maintenance

This course introduces concepts necessary to make changes and complete system maintenance to a customer's current WorkForce Time & Attendance system. Through instruction and interactive exercises, attendees will learn how to make changes to pay and business rules that change on an annual basis or because of changes to a customer's business rules.

Audience	Business Analysts and System Administrators responsible for their company's WorkForce Time & Attendance system
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Prerequisites	<ul style="list-style-type: none"> • Customer Certification Level 1: WTA Troubleshooting
Duration	4 half-day virtual sessions OR 2 days classroom
Class Size Limit	12
Delivery	Virtual (WebEx) or Instructor-led class at our annual VISION conference

Course Content

- Gain familiarity the Policy Editor
- Perform maintenance functions to pay codes
- Make changes to current exception messages and e-mail messages
- Modify timesheet periods and bank displays
- Manage soft termination thresholds and calculation functions

CT103 Time & Attendance Advanced Configuration Maintenance

This course enables the attendee to translate their additional business needs into functional and technical components within their current WorkForce Time & Attendance system. Through instruction and interactive exercises, attendees will learn how to make changes and additions, using the recommended best practices to avoid compromising their existing configuration and system performance.

Audience	This course is intended for system administrators, business analysts, IT professionals, and others interested in implementing new system functionality.
Prerequisites	<ul style="list-style-type: none"> • Customer Certification Level 1: WTA Troubleshooting • Customer Certification Level 2: WTA Configuration Maintenance
Duration	5 half-day virtual sessions or 2 ½ days classroom
Class Size Limit	12
Delivery	Virtual (WebEx) or Instructor-led class at our annual VISION conference

Course Content

- Add new pay codes to reflect changes in business activities
- Create new exception messages to handle business process updates

- Create new premium calculations to add or transform employee transactions
- Update banks and accruals and new time off policies
- Add new language translations for your growing workforce

CT104 Time & Attendance Building New Configuration

Learn to build new functionality into your current WorkForce Time & Attendance system. After taking this course, you will know how to calculate gross pay via timesheet calculations, track key activity over long-time spans, add Labor Distribution data and fields as well as add new employee groups through creating policy profiles. You will also utilize more WorkForce Formula Language constructs and methods as well as explore additional best practices in making these configuration changes.

Audience	This course is intended for system administrators, business analysts, IT professionals, and others interested in implementing new system functionality.
Prerequisites	<ul style="list-style-type: none"> • Customer Certification Level 1: WTA Troubleshooting • Customer Certification Level 2: WTA Configuration Maintenance • Customer Certification Level 3: WTA Advanced Configuration Maintenance
Duration	5 half-day virtual sessions or 2 ½ days classroom
Class Size Limit	12
Delivery	Virtual (WebEx) or Instructor-led class at our annual VISION conference

Course Content

- Make updates to gross pay calculations
- Create employee attributes for calculating data over time
- Define and create new labor distribution tables for costing tracking
- Learn the process of adding entire new employee populations to a configuration

CT120 Time & Attendance Database Schema

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.

Audience	Anyone who will develop custom reports, build reports to view WorkForce data, or build views of the data stored in WorkForce.
Prerequisites	Attendees should have: <ul style="list-style-type: none"> • End user experience in WorkForce Time and Attendance • A solid understanding of basic database concepts • Basic proficiency in Structured Query Language (SQL)
Duration	3 Half-Day Sessions
Class Size Limit	12
Delivery	Virtual (WebEx)

Course Content

- Introduction to WorkForce Time & Attendance database structure
- Introduction to most commonly used tables and queries for:
 - Employees and assignments
 - Pay periods
 - Timesheets
 - Exceptions
 - Accrual management
 - Schedules
 - Data Collection Terminals

CT121 Analytics Universe Customization and Ad-hoc Reporting

The CT121 Analytics course is taught at our Livonia, MI Headquarters.

In this technical WorkForce analytics report development course, participants will learn the capabilities and details about the data stored in the system. In addition, you will learn the basics of customizing the WorkForce sample universe and how to create and work with WorkForce Analytics reports.

This course incorporates the content in ANL01.

Audience	Anyone who will customize the sample universe and create WorkForce Analytics reports to view WorkForce data
Prerequisites	Completion and Certification of CT120 Time & Attendance Database Schema

	<p>This is a technical course. Attendees should have:</p> <ul style="list-style-type: none"> • A solid understanding of basic database concepts • Basic proficiency in Structured Query Language (SQL) • Basic understanding of WorkForce or its Policy Editor.
Duration	1 day
Class Size Limit	8
Delivery	Virtual (WebEx)

Course Content

- Introduction to WorkForce Analytics functionality
- Introduction to the WorkForce sample universe structure
- Introduction to creating and modifying:
 - Courses and sub-courses
 - Objects and filters
 - Lists of values
- How WorkForce and the WorkForce Analytics tool work together
- Create and run queries in WorkForce

CT125 Time & Attendance Custom Report Development

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.

Audience	Anyone who will develop custom reports or build reports to view WorkForce data in WorkForce
Prerequisites	<ul style="list-style-type: none"> • Completion and Certification of CT120 Time & Attendance Database Schema • Introductory training or experience with SAP Crystal Reports • SAP Crystal Reports license and installed
Duration	4 Half-Day Sessions
Class Size Limit	8
Delivery	Virtual (WebEx)

Course Content

- How WorkForce and SAP Crystal Reports work together
- Introduction to report policy configuration
- Integrating reports in varying environments
- Build your first custom WorkForce report

On Demand Training Services

Course Descriptions – WorkForce Training and Education

On Demand Subscription Courses by Subject

Absence Compliance Tracker

ACF105 Absence Compliance Tracker Product Demonstration (Subscription)

In this course, you will learn how to use Absence Compliance Tracker, a tool that allows organizations to manage multiple leave cases.

Audience	Anyone who wants to understand the basics of Absence Compliance Tracker
Prerequisites	None
Duration	25 minutes
Delivery	Online Self-Paced

Course Content

- General terminology
- Fundamental employee management details
- Leave requests
- Time off requests
- Viewing an absence case
- Approvals
- Administrator workflow

ACF120 User Acceptance Testing (Subscription)

Gain insight into testing theory as it relates to Absence Compliance Tracker to learn how to develop effective test plans. Take this course early in the configuration phase of the project, so you have sufficient time to develop test cases for the user acceptance testing phase of the project.

Audience	Human resources and other personnel who manage your organizational leave request and compliance needs, or other staff responsible for test case development and validation
Prerequisites	TA120
Duration	20 minutes
Delivery	Online Self-Paced

Course Content

- Understand the test environment
- Identify key configuration items to test
- Execute test cases to test your business requirements
- Coordinate testing
- Track test results and log issues

ACF150 Absence Compliance Tracker Employee Essentials (Subscription)

This course walks students through how to create a new absence case, review existing cases, charge time to an existing intermittent leave case and create an ADA case.

Audience	Employees who need to submit leave cases and human resource or other personnel assigned to manage cases
Prerequisites	None
Duration	20 minutes
Delivery	Online Self-Paced

Course Content

- Employee entry of and review of leave requests
- How to charge time to an existing intermittent leave case
- How to create an ADA case

ACF160 Absence Compliance Tracker Case Manager Essentials (Subscription)

Learn to use Absence Compliance Tracker from the case manager perspective to ensure compliance with federal, state, and local laws.

Audience	Human resources or other personnel assigned to manage cases
Prerequisites	None
Duration	1.5 hours
Delivery	Online Self-Paced

Course Content

- Create an absence case on behalf of an employee
- Create an ADA case on behalf of an employee
- View cases
- Manage cases
- Work with cases and timesheets
- Manage documents

ACF170 Absence Compliance Tracker Administrator Essentials (Subscription)

Learn how to perform administrator functions within Absence Compliance Tracker (ACT).

Audience	Human resources or other personnel assigned to manage cases
Prerequisites	None
Duration	2 hours
Delivery	Online Self-Paced

Course Content

- Review and update employee timesheets
- Amend timesheets
- Maintain leave and other accrual bank balances
- View Reports
- Manage users
- Manage assignment groups and delegate users

- Import data
- Schedule jobs
- Maintain holiday dates
- Administer the server
- Edit and view employee information

Advanced Scheduler

AS120 User Acceptance Testing (Subscription)

Gain insight into testing theory as it relates to Advanced Scheduler in order to learn how to develop effective test plans. Take this course early in the configuration phase of the project, so you have sufficient time to develop test cases for the user acceptance testing phase of the project.

Audience	Human resources, IT, payroll, management, or other staff responsible for test case development
Prerequisites	TA120
Duration	20 minutes
Delivery	Online Self-Paced

Course Content

- Introduction to basic test concepts
- Prepare to test
- Create test cases
- Manage test execution

ASF105 Advanced Scheduler Product Demonstration

In this course, you will learn how Advanced Scheduler can help manage employee schedules to ensure that the right people are scheduled as the right time for the right job and cost.

Audience	Anyone who wants to understand the basics of Advanced Scheduler
Prerequisites	None
Duration	35 minutes
Delivery	Online Self-Paced

ASF155 Advanced Scheduler Essentials (Subscription)

Learn to manage complex employee schedules with our advanced scheduling tools.

Audience	Schedulers or other personnel responsible for managing employee schedules
Prerequisites	AS105
Duration	45 minutes
Delivery	Online Self-Paced

Course Content

- Use the Auto Scheduler to staff employees intelligently
- Manage schedule changes
- Manage employee availability
- Overtime equalization

ASF180 Advanced Scheduler Administrator Essentials (Subscription)

Learn to configure various building blocks within Advanced Scheduler.

Audience	Administrators who will configure and administer Advanced Scheduler
Prerequisites	AS200
Duration	1.5 hours
Delivery	Online Self-Paced

Course Content

- Configure the Auto Scheduler to staff employees intelligently
- Configure Advanced Scheduler tools to manage schedule changes
- Manage employee availability
- Configure overtime equalization

Crew Management End User Training

CM150 WorkForce Crew Management End User Training

This eLearning introduces crew end-users to the different roles and functions associated with using the WorkForce Software Crew Management solution.

Audience	Implementation customer teams
Prerequisites	None

Duration	30 minutes
Delivery	Online Self-Paced

Course Content

- Introduction to the Crew Management solution from end user perspective
- How information is captured in the android app during the day by the Foreman
- How the Line Manager verifies the data in the WorkForce Time & Attendance desktop app
- How the Crew Administrator plans and groups crew membership, and assigns Foreman to crews, and
- The responsibilities of the IT System Administrator

Data Collection Terminals

DCF105 WorkForce Terminal Product Demonstration (Subscription)

In this course, you will learn key features of the WorkForce 4000 terminal.

Audience	Anyone who wants to learn about WorkForce terminals
Prerequisites	None
Duration	10 minutes
Delivery	Online Self-Paced

DCF110 Introduction to Data Collection Terminals (Subscription)

Learn what terminal devices WorkForce Software offers and basics on how they run.

Audience	IT or other staff responsible for installing and providing maintenance for data collection terminals on your organization's network
Prerequisites	None
Duration	45 minutes
Delivery	Online Self-Paced

Course Content

- Review clock terminology

- Learn about supported terminals and their specific features
- Define the proper way to use biometrics
- Perform a swipe at a terminal

CL301 Managing Data Collection Terminals (Subscription)

Learn functions in the Clock Manager and basic troubleshooting techniques.

Audience	Staff responsible for operating and maintaining data collection terminals on your organization's network
Prerequisites	<ul style="list-style-type: none"> • DCF110
Duration	45 minutes
Delivery	Online Self-Paced

Course Content

- Troubleshoot:
 - Biometric and enrollment issues
 - Terminal communication and swap processing issues
- Obtain terminal and controller logs
- Resend data to WorkForce

Forecasting & Scheduling

CT111 Forecasting & Scheduling Administration

This course introduces the Administrator concepts necessary to understand how the WorkForce Forecasting and Scheduling (WF&S) system works. Through instruction and interactive exercises, attendees will obtain an understanding of key functional and technical concepts and learn to perform initial troubleshooting and system administrative tasks.

Audience	Application administrators responsible for their company's WorkForce Forecasting and Scheduling system.
Prerequisites	Completion and Certification of Customer Certification Level 1: Forecasting & Scheduling Troubleshooting
Duration	1 hour
Delivery	Online Self-Paced

Course Content

- Managing leaves
- Enabling and performing job scheduling
- Perform payroll functions related to pay frequencies
- ESB processing and troubleshooting
- Configuration and maintaining SKR levels
- Managing hierarchy and tasks

Time & Attendance

TA100 Core Concepts (Subscription)

Ramp up project staff up on WorkForce’s overall functional architecture.

Audience	Human resources, payroll, and other staff actively involved with project execution
Prerequisites	None
Duration	45 minutes
Delivery	Online Self-Paced

Course Content

- Identify the goals of the implementation
- Data collection terminals
- Data validation
- WorkForce terminology
- Security considerations
- Manager to employee relationships
- Synchronize employee data import
- Policy effective dating
- Import labor distribution data
- End of period processing
- Data exports
- Timesheet vs. pay frequency

TA120 User Acceptance Testing (Subscription)

Gain insight into testing theory as it relates to WorkForce to learn how to develop effective test plans. Take this course early in the configuration phase of the project, so you have sufficient time to develop test cases for the user acceptance testing phase of the project.

Audience	Human resources, IT, payroll, management, or other staff responsible for test case development
Prerequisites	None
Duration	2 hours
Delivery	Online Self-Paced

Course Content

- Introduction to basic test concepts
- Prepare to test
- Create test cases
- Manage test execution

TA150 Employee Essentials (Subscription)

Learn WorkForce navigation fundamentals and employee functions related to reporting time, activities, and absences in the system. Experience WorkForce from the employee’s perspective.

Audience	Employees who will use WorkForce as well as company trainers, human resources, payroll, and managers responsible for managing or supervising employees who will use WorkForce
Prerequisites	None
Duration	1.5 hours
Delivery	Online Self-Paced

Course Content

- Introduction to the employee dashboard
- Enter data on a timesheet
- Request time off
- Use different timesheet views
- View pay results
- View time off bank balances
- Address timesheet exceptions and changes

- Run reports to look at your personal timesheet data

TA171 WebClock Time Entry Basics (Subscription)

In this course, attendees learn the basic features of the WebClock, including how to log in and out and transfer between assignments.

Audience	Employees who will use WebClock and managers or timekeepers who will approve timesheets for employees who use WebClock
Prerequisites	TA150
Duration	8 minutes
Delivery	Online Self-Paced

Course Content

- WebClock features
- WebClock transfers

TA177 WorkForce 4000 Time Entry Basics (Subscription)

In this course, attendees learn key features of the WorkForce 4000 and steps for performing common functions on the terminal, including how to punch in and out, transfer departments, and leave for and return from meal breaks.

Audience	Employees who will use the WorkForce 4000
Prerequisites	None
Duration	8 minutes
Delivery	Online Self-Paced

Course Content

- Feature overview
- Transfer overview
- Meal break overview

TA250 Manager Essentials (Subscription)

Become acquainted with WorkForce from the manager's perspective to learn functions and workflow related to managing employees.

Audience	Company trainers, human resources, payroll, and managers who will use WorkForce to manage other employees
Prerequisites	TA150
Duration	45 minutes
Delivery	Online Self-Paced

Course Content

- Introduction to the manager dashboard
- Learn how to approve and decline employee time off requests
- Learn how to modify, approve, recall, and amend employee timesheets
- Use WorkForce's group time entry screen
- Manage timesheet exceptions
- Delegate manager functions to another user
- Run reports to view and analyze employee timesheet data

TA300 Period End Essentials (Subscription)

This course guides payroll staff through the tasks needed to generate period end data.

Audience	Human resources or payroll personnel responsible for end of period timesheet processing tasks
Prerequisites	<ul style="list-style-type: none"> • TA150 • TA250
Duration	30 minutes
Delivery	Online Self-Paced

Course Content

- Introduction to the period end dashboard
- End of period processing workflow
- Lock and calculate
- Export data
- Close timesheets
- Advance the pay period
- Processing off-cycle jobs

TA350 Administrator Essentials (Subscription)

This course guides time and attendance administrators through the WorkForce workflow and other day-to-day administrative tasks.

Audience	Human resources or payroll personnel responsible for WorkForce administration
Prerequisites	TA150 TA250
Duration	1 hour
Delivery	Online Self-Paced

Course Content

- Introduction to the administrator's dashboard
- Create schedules for automated tasks
- Maintain calendars for holidays and other special dates
- Reset passwords
- Edit employee information
- Import and export data
- Maintain accrual banks
- Run tasks to update system data
- Perform server administration tasks