



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Administrator Extension Developer's Guide

Workforce Management Elements

12/14/2025

# Workforce Management Elements

Workforce Management elements are used to create and delete objects within Workforce Management (WFM).

Two types of objects are supported: WFM Users and WFM Business Units.

## Contents

- **1 Workforce Management Elements**
  - 1.1 `<wfm:list>`
  - 1.2 `<wfm:kvitem>`
  - 1.3 `<wfm:createWFMOBJECT>`
  - 1.4 `<wfm:deleteWFMOBJECT>`

## <wfm:list>

### Child Elements

- **<wfm:kvitem>**

### Attributes

| Name | Type              | Description | Default | Values       |
|------|-------------------|-------------|---------|--------------|
| mode | string            | —           | —       | clear, merge |
| name | string (required) | —           | —       | —            |

## <wfm:kvitem>

Specifies a key/value pair that is used in the creation of a WFM User or Business Unit object. The following is an example:

```
<wfm:createWFMObject type="user" serverdbid="${WFM_SERVER_APP.dbid}"
dataagdbid="${WFM_DATA_AGGREGATOR_APP_PR.dbid}" tenantdbid="${TENANT.dbid}"
serverport="${WFM_SERVER_PORT}" timezone="${TIMEZONE}" name="${USERNAME}">
  <list name="userproperties">
    <kvitem key="firstName" value="${FIRSTNAME}"/>
    <kvitem key="lastName" value="${LASTNAME}"/>
    <kvitem key="addAllTenantUsers" value="${ADD_ALL_USERS}"/>
    <kvitem key="noAccessIDs" value="10050"/>
    <kvitem key="noAccessIDs" value="40"/>
    <kvitem key="noAccessIDs" value="70"/>
  </list>
</wfm:createWFMObject>
```

### Attributes

| Name   | Type              | Description                              | Default | Values |
|--------|-------------------|------------------------------------------|---------|--------|
| data   | object            | —                                        | —       | —      |
| key    | string (required) | Specifies the key in a key/value pair.   | —       | —      |
| result | string            | —                                        | —       | —      |
| value  | string (required) | Specifies the value in a key/value pair. | —       | —      |

## <wfm:createWFMOBJECT>

A directive to create a WFM object (either User or Business Unit) in WFM.

### Child Elements

<wfm:list>

### Attributes

| Name       | Type               | Description                                                                                                                                                                                                                           | Default | Values |
|------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------|
| data       | object             | This attribute can be used to specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes. | —       | —      |
| dataagdbid | integer            | Specifies the DBID of the related WFM Data Aggregator application.                                                                                                                                                                    | —       | —      |
| name       | string (required)  | Specifies the User name or Business Unit name of the WFM object to be created.                                                                                                                                                        | —       | —      |
| result     | string             | Defines the name of a JavaScript variable that contains the result of the action. The variable contains <code>true</code> if it is a success; if a failure occurs, the execution stops.                                               | —       | —      |
| serverdbid | integer (required) | Specifies the DBID of the related WFM Server Application.                                                                                                                                                                             | —       | —      |
| serverport | string             | Specifies the port of the related WFM Server Application.                                                                                                                                                                             | —       | —      |
| tenantdbid | integer (required) | Specifies the DBID of the tenant.                                                                                                                                                                                                     | —       | —      |
| timezone   | string             | Specifies the time zone                                                                                                                                                                                                               | —       | —      |

| Name        | Type              | Description                                                                                            | Default | Values   |
|-------------|-------------------|--------------------------------------------------------------------------------------------------------|---------|----------|
|             |                   | of the WFM object to create.                                                                           |         |          |
| tserverdbid | integer           | Specifies the DBID of the TServer that contains the switch to be assigned to the object.               | —       | —        |
| type        | string (required) | Specifies the type of object to create. For WFM User, user is used; for WFM Business Unit, bu is used. | —       | bu, user |

### Supported List Names

| Name           | Type         | Description | Default | Values |
|----------------|--------------|-------------|---------|--------|
| userproperties | <wfm:kvitem> | —           | —       | —      |

### <wfm:deleteWFMObject>

A directive to create a WFM object (either User or Business Unit) in WFM.

### Attributes

| Name   | Type              | Description                                                                                                                                                                                                                           | Default | Values |
|--------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------|
| data   | object            | This attribute can be used to specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes. | —       | —      |
| name   | string (required) | Specifies the User name or Business Unit name of the WFM object to delete.                                                                                                                                                            | —       | —      |
| result | string            | Defines the name of a JavaScript variable that                                                                                                                                                                                        | —       | —      |

| Name       | Type               | Description                                                                                                                 | Default | Values   |
|------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------|---------|----------|
|            |                    | contains the result of the action. The variable contains true if it is a success; if a failure occurs, the execution stops. |         |          |
| serverdbid | integer (required) | Specifies the DBID of the related WFM Server Application.                                                                   | —       | —        |
| serverport | string             | Specifies the port of the related WFM Server Application.                                                                   | —       | —        |
| tenantdbid | integer (required) | Specifies the DBID of the tenant.                                                                                           | —       | —        |
| type       | string (required)  | Specifies the type of object to delete. For WFM User, user is used; for WFM Business Unit, bu is used.                      | —       | bu, user |