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Genesys Administrator Extension Developer's Guide

Workforce Management Elements

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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.

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<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	—	—	—

Name	Type	Description	Default	Values
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 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	—	—

Name	Type	Description	Default	Values
		related WFM Server Application.		
tenantdbid	integer (required)	Specifies the DBID of the tenant.	—	—
timezone	string	Specifies the time zone 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	Type	Description	Default	Values
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 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