GENESYS

Workforce Management

trace Section

5/12/2025

trace Section

WFM now fully supports distributed tracing of the HTTP requests using Open Telemetry protocol (OTLP). All HTTP requests now propagate OTLP tracing headers. The corresponding request trace_id and span_id are also logged in the logs for tracking and integration purposes. All WFM backend servers can also be configured to export traces via OTLP gRPC exporter. This facilitates easy integration with the distributed tracing collection and visualization systems, like Grafana/Tempo.

The OTLP gRPC trace exporter can optionally be enabled by setting the application optionexporter.otlp_grpc.enable to `true`.

- exporter.ostream.enable
- exporter.otlp_grpc.enable
- exporter.otlp_grpc.endpoint

- exporter.otlp_grpc.ssl_credentials_cacert_string
- exporter.otlp_grpc.ssl_credentials_cacert_path
- exporter.otlp_grpc.timeout

- exporter.otlp_grpc.use_ssl_credentials

exporter.ostream.enable

Default Value: false
Valid Values: false, true
Changes Take Effect: After restart
Introduced: 8.5.220

Enables or disables a trace exporter to the logs in a human-readable format for debugging purposes.

exporter.otlp_grpc.enable

Default Value: false
Valid Values: false, true
Changes Take Effect: After restart
Introduced: 8.5.220

Enables or disables the OTLP gRPC trace exporter.

The OTLP gRPC exported connection information can be configured by either setting environment variables as described at OpenTelemetry Protocol Exporter or by setting the corresponding exporter.otlp_grpc application options.

exporter.otlp_grpc.endpoint

Default Value:
Valid Values: any valid URL to OTLP gRPC exporter
Changes Take Effect: After restart
Introduced: 8.5.220

Specifies the target to which the exporter is going to send trace spans.

exporter.otlp_grpc.ssl_credentials_cacert_as_string

Default Value: ""
Valid Values: any valid path (string)
Changes Take Effect: After restart
Introduced: 8.5.220

Specifies the trusted certificate as a string to use when verifying a server's TLS credentials. Could be used instead of the exporter.otlp_grpc.ssl_credentials_cacert_path option. Should only be used for a secure connection.

exporter.otlp_grpc.ssl_credentials_cacert_path

Default Value: ""
Valid Values: any valid path (string)
Changes Take Effect: After restart
Introduced: 8.5.220

Specifies the path to the trusted certificate to use when verifying a server's TLS credentials. Should only be used for a secure connection.

exporter.otlp_grpc.timeout

Default Value: 10s
Valid Values: <n>s, <n>m
Changes Take Effect: After restart
Introduced: 8.5.220

Specifies the maximum time the OTLP exporter will wait for each batch export.

exporter.otlp_grpc.use_ssl_credentials

Default Value: false
Valid Values: false, true
Changes Take Effect: After restart
Introduced: 8.5.220

Enables or disables using the SSL credentials in connection with the OTLP gRPC trace exporter.