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# Performance DNA Administrator Guide

WFM Settings

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# WFM Settings

The following settings allow you to configure the WFM application details and they are configured in the **WFM Settings** section.

## Important

The settings you configure here will vary depending on the WFM type. If a setting is specific to a WFM system, it is indicated by the WFM name in square brackets.

**WFM User Name** - The user name that Performance DNA must use to connect to WFM.

**New WFM Password / Confirm WFM Password** - The password for the specified WFM user. Leave blank unless you are updating the password.

**WFM Type** - A list of supported WFM software. You can select - **Genesys**, **Teleopti**, or **IEX**.

**WFM HTTPS** - If selected, HTTPS will be used when connecting to the WFM services.

**WFM Server Host** - The hostname (and optionally port) where the WFM service interface is located. If a specific TCP port is required, it should be separated from the name with a colon (:). Only provide the host name, and not any protocol, for example, demosrv:5007.

**WFM Server Proxy** - [Genesys WFM] The CS Proxy information for the WFM server.

**WFM Ping Interval** - The interval in minutes that is used to send a *keepalive* request to the WFM, only required during long-running requests.

**WFM App Name** - [Genesys WFM] The WFM Server application name.

**WFM Customer Name** - [IEX TotalView] The Customer Name that is being connected to WFM.

**WFM ADG Team Name** - [IEX TotalView] The Agent Data Group name that is used to provide the team name for an agent.

**WFM ADG Email Name** - [IEX TotalView] The Agent Data Group name that is used to provide the email address for an agent.

**WFM Application Data Source** - [Teleopti WFM] The name of the Data Source used if the WFM service should connect to Teleopti using an application username / password.

**WFM Business Unit** - [Teleopti WFM] The internal GUID of the Business unit being connected to.  
**Note:** Setting this option from Training Manager is easier.

**WFM Windows Data Source** - [Teleopti WFM] The name of the Data Source used if the WFM service should connect to Teleopti using the service's Windows credentials.

**Treat Overtime as Interruptible (Teleopti WFM Only)** - [Teleopti WFM] If selected, overtime is

included in the schedule data retrieved from WFM, and is therefore included in the time checked when scheduling meetings and training sessions.