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# Workforce Management Administrator's Guide

Troubleshooting WFM

# Troubleshooting WFM

In this topic find troubleshooting tips, steps to verify your configuration, and solutions for common problems. You will find:

- Architectural issues, such as configuration of the WFM components and the connections between them
- Configuration conflicts in WFM that result in forecasting and scheduling errors
- Information about when to use log files for error tracking

## Important

After working through the suggestions in this chapter, if your configuration appears to be correct but WFM still does not function properly, contact [Genesys Customer Care](#) for further assistance.

Click one of these three main troubleshooting topics to learn about the issues or scenarios that might be helpful to you.

[Troubleshooting WFM Components and Connections](#)

[Troubleshooting Your WFM Configuration](#)

[Using Log Files to Troubleshoot WFM](#)