



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.

Workforce Management Administrator's Guide

About Workforce Management

About Workforce Management

Genesys Workforce Management (WFM) provides the tools that enable contact center managers to better manage their workforce. It is designed for the true multi-media, multi-site environment, providing optimal schedules for multi-skilled agents who may handle customer interactions of different media types. Agent preferences, skills, proficiency, customer segmentation, historical trends, such as e-mail response times, and outbound call lengths are all considered within the forecast, schedule, and adherence components.

WFM is designed to integrate tightly with the Framework components of the Genesys Customer Interaction Management Platform. Agents and their skill sets are entered and maintained in Genesys Configuration Manager, so there is no need to re-enter this information in a stand-alone workforce management application. This integration also allows contact centers to leverage real-time statistics, contact-center performance, and agent adherence data across all communication channels.

Workforce Management consists of the following components:

- WFM Web (with separate interfaces for Supervisors and Agents)
- WFM Server
- WFM Daemon
- WFM Builder
- WFM Database Utility
- WFM Configuration Utility
- WFM API.

WFM also requires a database to store all the relevant configuration, forecasting, scheduling, agent adherence, performance, and historical data.

Review these additional topics to get a high-level overview of Workforce Management:

- [Overview](#)
- [Architecture](#)
- [Integration](#)
- [High Availability](#)