Workforce Management Migration Guide

Migration Overview

12/19/2025

Migration Overview

The most important aspect of Workforce Management (WFM) migration is migrating or updating the database. Configuring and installing the new components is the same whether you are migrating, updating, or installing them for the first time. Therefore, the topics in this guide focus mainly on migrating or updating the database.

See Installing Workforce Management for configuration and installation procedures.

The procedures in this guide include only those steps that are specific to migrating or updating from previous product releases. Procedures that all users of Workforce Management must perform are documented in Installing Workforce Management and Manually Creating and Configuring Application Objects. Be sure to check the *Workforce Management Administrator's Guide* before beginning the migration.

> ### Important
>
> If you are migrating your WFM deployment to release 8.1.3 or later, you can also use an Extract, Transform and Load (ETL) Database, which enables Genesys Interactive Insights and other third-party reporting applications to easily create reports that incorporate WFM data. For more information about how to use this database, see Using an ETL Database.

For a complete description of the WFM ETL Database schema, see the *Workforce Management ETL Database Reference*.

Migrate versus Update

You use different procedures when you update a 7.x or 8.x database, than when you migrate a WFM 6.5 database, because the WFM database design was changed after the 6.5 release.

To update 7.x or 8.x to a later version of WFM, you make only minor modifications in the existing database (because the 7.x and later databases are similar).

To migrate your 6.5 data, you first create a new 7.x or 8.x database, complete with new tables. Then, you migrate (move) your 6.5 data to the new database, by copying and pasting.

In both cases, complete the following steps in this order:

1. Prepare for Down Time
2. Back Up Your Database
3. Migrate or Update the Database
4. Verify Your Connections