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Workforce Management Administrator's Guide

Configuring Data Aggregator

5/4/2025

Configuring Data Aggregator

You configure Data Aggregator to enable statistics gathering and set certain parameters to ensure the specified Data Aggregator application can be restarted within sites and business units. However, you might also want to configure Reason Codes to provide more specific information about agent states, or configure a separate Data Aggregator instance as a hot-standby backup server.

You will find the information you need to perform these tasks in the following topics:

- [Setting Up Data Aggregator](#)
- [Adding Reason Codes](#)
- [Using Hot-Standby Data Aggregator for Backup](#)

Setting Up Data Aggregator

To set up Data Aggregator, you set certain parameters in the WFM Web **Organization** module, in either the **Business Unit** or **Sites** views. The parameters are set to:

- Enable Data Aggregator to be restarted at the business units or site level
- Define the Tenant (default is always **Environment**) and password
- Display the specified Stat Server (read-only parameter)
- Align the Data Aggregator's time profile with Stat Server's time profile.

Important

To view and configure these settings in the **Business Units** or **Sites** panes, you must have the **Access backend configuration** security right. See the **Configuration > Organization** module, **Business Units > Configuration** and **Sites > Configuration** panes in the [Workforce Management Web for Supervisors Help](#).

Adding Reason Codes

When associating agent schedule states provided by WFM with Genesys events, you can configure reason codes with Genesys events. This allows you to refine the Genesys agent-state information that WFM uses to track agent compliance with their scheduled states.

WFM Data Aggregator can process reason codes that come from hard and/or soft phones. To receive reason codes from hard phones, or in a mixed hard/soft phone environment, set the ReasonCodeKeyName option in the **WFM Data Aggregator Application** object to ReasonCode.

See the procedure... [+]

Configuring Data Aggregator to Process Reason Codes

Purpose: To enable Data Aggregator to process Reason Codes.

Prerequisite: You created a **WFM Data Aggregator Application** object for the current installation in Genesys Administrator.

Important

You can use reason codes only if your CTI environment supports them.

Start of Procedure

1. In Genesys Administrator, open the **WFM Data Aggregator Application** object.
2. On the **Options** tab, create an option named ReasonCodeKeyName, if it does not already exist.
3. Set the value of ReasonCodeKeyName to ReasonCode.
4. Save the changes.

End of Procedure

For more information about reason codes, see [Using Reason Codes](#).

Using Hot-Standby Data Aggregator for Backup

You can configure a hot-standby backup WFM Data Aggregator for each primary WFM Data Aggregator server. You will need to create an **Application** object for the backup server and then, in the primary **Data Aggregator Application**, create a connection to the backup. See [Manually Create the Application Objects](#).

The backup reads the same information as the primary WFM Data Aggregator, so if it is necessary to switch to the backup, there is no delay or loss of data. At the transition, the backup WFM Data Aggregator simply starts writing to the database starting from where the primary WFM Data Aggregator left off.

If configured properly, WFM Data Aggregator also backs up data in the event of a disconnect from the database and the subsequent WFM Data Aggregator shutdown. It first writes all current data to a local *dump file*. You must specify a path and file name for the DBDumpFile option on the **Options** tab of the **WFM Data Aggregator Application** object.

See the procedure... [+]

Configuring Data Aggregator to Backup Data on Disconnect

Purpose: To enable an emergency Data Aggregator info dump.

Prerequisite: You created a **WFM Data Aggregator Application** object for the current installation in Genesys Administrator.

Important

You can use reason codes only if your CTI environment supports them.

Start of Procedure

1. In Genesys Administrator, open the **WFM Data Aggregator Application** object.
2. On the **Options** tab, create an option named DBDumpFile, if it does not already exist.
3. Set the value of the DBDumpFile option to a path and file name—for example: C:\DAEmergency\DBDumpFile.txt.
4. Save the changes.
If WFM Data Aggregator loses its connection to the database, before closing down it writes all current data to the local file (the so-called *dump file*). After restart and reconnection to the database, WFM Data Aggregator reads the dump file, writes the data to the database, and deletes the dump file.

Important

The dump file does not prevent data loss during the period that WFM Data Aggregator is shut down.

End of Procedure

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