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Workforce Management Administrator's Guide

WFM in Multi-Site Environments

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WFM in Multi-Site Environments

Use the information in this topic to configure multiple **WFM Server Applications** and multiple **WFM Builder Applications** for your multi-site environment.

Configuring WFM Server Applications

Purpose: To configure multiple **WFM Server Application** objects for multi-site environments. Start of Procedure

1. Configure a **WFM Server Application** object for each WFM Server and install the WFM Servers as instructed in this section and in [Installing WFM Server](#).
Decide which of the WFM Servers will act as the main WFM Server and which are to be configured as subordinate.
2. Open the main **WFM Server Application** object's **Connections** tab and add all the subordinate WFM Servers.
3. Open WFM Web and ensure the correct WFM Server is associated with each site. Check the **Configuration > Organization > Sites > Configuration** pane.
4. Start all the WFM Servers.
Use WFM Web for Supervisors to create schedules for activities on all sites in any WFM Server Application object.

End of Procedure

Adding Connections in WFM Server

Purpose: To add a connection to WFM Builder in the **WFM Server Application** object.

Prerequisites: You have created a **WFM Builder Application** object.

Start of Procedure

1. In Genesys Administrator, select your **WFM Server Application** object from the **Solution Components** list and then click **Properties**.
The Properties dialog box of the WFM Server Application object opens.
2. Click the **Connections** tab.
3. Enter or browse to your **WFM Builder Application** object, and then click **OK**.
The Application objects are now configured for the four solution components in the Solution Components list.

End of Procedure

Configuring WFM Builder Applications

If multiple **WFM Builder Applications** are connected to the WFM Server, you can configure WFM Server to select the **WFM Builder Application** with the shortest queue.

1. Go to the **Configuration > User Security > User_name > Modules** tab.
2. From the WFM Builder drop-down list, select **None** (the default).

For each supervisor's request to build a schedule, WFM Web asks WFM Server to locate an instance of WFM Builder. To do so, WFM Web goes to an original locator—although not to the WFM Server in its current session.

WFM Server selects a WFM Builder instance from its Connections list. (WFM Server periodically polls all of the **WFM Builder Applications** that are specified in its connection list to get information about their current request queue and to make sure the connections remain active.) In response to the request from WFM Web to locate a WFM Builder instance, WFM Server returns the active **WFM Builder Application** with the shortest queue.

Selecting a Specific Builder Application

For each user that is defined in WFM, you can select a specific **WFM Builder Application** (one that is installed on a user's workstation or dedicated to a group of users) that would serve all schedule building requests initiated by that user.

1. Go to the **Configuration > User Security > User_name > Modules** tab.
2. From the WFM Builder drop-down list, select an item (not the default **None**).
If you want all users to share the same WFM Builder server, specify None.