Workforce Management Administrator's Guide

Architecture

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Architecture

This topic explains the interconnections among the various components of Genesys Workforce Management (WFM) and how WFM interacts with the Genesys Framework. It includes information about WFM components, data flow, and the Genesys Framework servers to which WFM connects.

WFM functionality is provided via two graphical user interface (GUI) applications and a mobile app, a command-line application, and five servers. See Interrelationship of Components for a graphic overview of all the components and their interrelationship.

Applications

The user-facing applications are:

- WFM Web for Supervisors (browser-based)
- WFM Web for Agents (browser-based)
- WFM Agent Mobile Client
- WFM Database Utility/Backup-Restore Utility

Servers

The applications mentioned above are supported by these servers:

- WFM Server
- WFM Data Aggregator
- WFM Builder
- WFM Web
- WFM Daemon (server/background process)

In addition, you need to use a web server as a container for the WFM Web server. Genesys WFM supports Tomcat for this purpose, but does not include Tomcat in its installation package. You must obtain and install it separately.

When deploying Tomcat (before deploying WFM Web), follow best practices for Tomcat security to ensure proper hardening of Tomcat deployment. Redeploying or upgrading WFM does not affect hardening.

For supported versions of Tomcat, see "Prerequisites" in the *Supported Operating Environment Reference Manual*.

Interrelationship of Components

The figure below shows the Workforce Management components and their interrelationships. WFM draws on Configuration Layer data and statistical data provided by Stat Server.
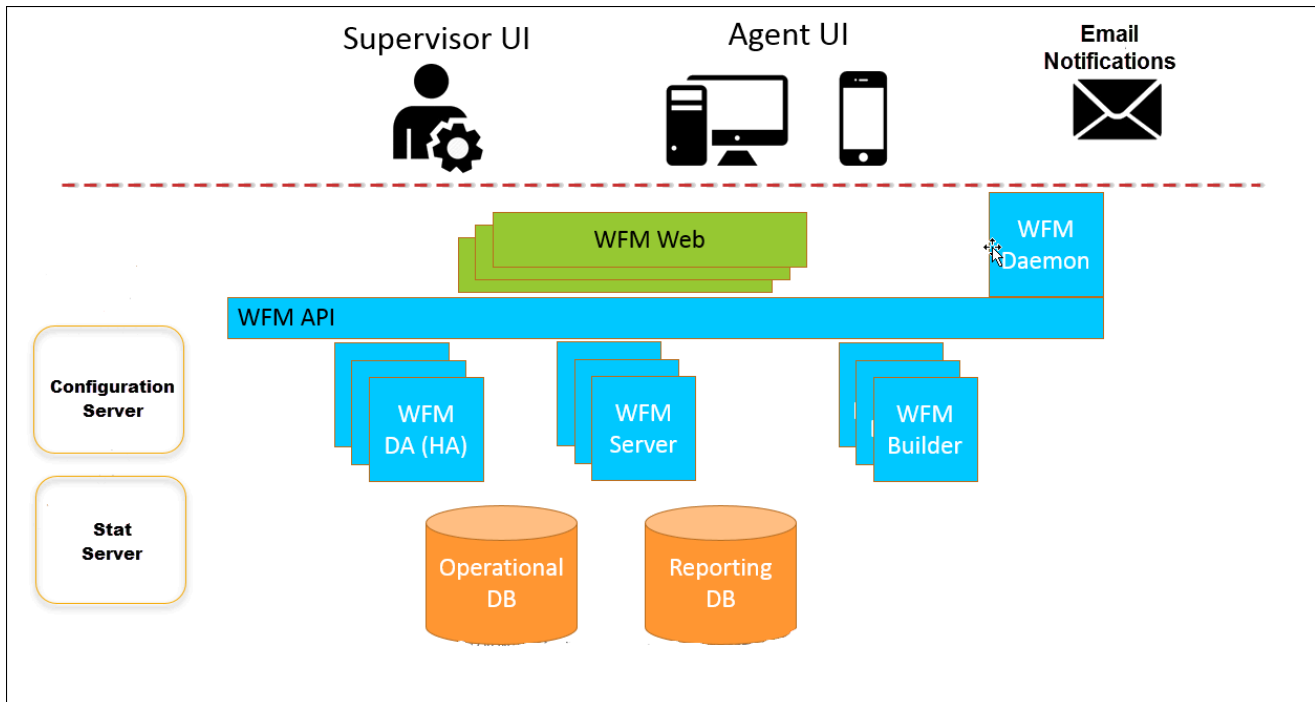

Figure: WFM Components and Solution Architecture

Related topics

- Component Descriptions
- Component Connections