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Workforce Management Administrator's Guide

Configuring Data Aggregator

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Configuring Data Aggregator

You configure Data Aggregator (DA) 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.

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, complete the following 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.

Tip

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. Click the **Options** tab.
3. In the **[Options]** section, create an option named ReasonCodeKeyName, if it does not already exist.
4. Set the option value to ReasonCode.
5. Save the changes.

Dependency:

When Data Aggregator receives agent states from Stat Server, it looks for the key name ReasonCode (the value set in the WFM DA ReasonCodeKeyName configuration option) to read reason codes. To ensure Data Aggregator receives **NotReady** reason codes in a format it requires:

1. In the Workspace Desktop Edition application properties, go to the **Annex** tab of each action code that WFM will use.
2. Add the **[interaction-workspace]** configuration section (if it does not already exist).
3. Add the **reason-extension-key** = ReasonCode option.
4. If your corporate switch supports the aux-work value, also add the **extensions** = false option.
Do not add the extensions option if aux-work is not supported on your switch.
5. Save the configuration settings.

End of procedure

For more information about **NotReady** reason codes, see [Not Ready Reason Codes](#) in the *Workspace Desktop Edition Deployment Guide*.

For more information about how WFM uses 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 dump file, by completing the following 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. Click the **Options** tab.
3. In the **[Options]** section, create a configuration option named DBDumpFile, if it does not already exist.
4. Set the option value to a path and file name—for example: C:\DAEmergency\DBDumpFile.txt.
5. 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