Workforce Management Administrator's Guide

Planning Your Deployment

4/16/2025

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Before configuring Workforce Management (WFM), plan a detailed, suitable combination of Genesys Administrator objects and workforce management activities. This information is the basis for all subsequent workforce planning and should not be changed. Any changes to the workforce management activity configuration might compromise the usefulness of historical data. Agents, users, time zones, and skills are defined as objects in Genesys Administrator. These objects are brought into WFM through automatic synchronization with the Configuration Database.

Carefully consider the relationships among these objects when using them for enterprise planning. The relationship between skills configured in Genesys Administrator and activities created in Web for Supervisors, is especially important.

Using WFM Web

WFM Web for Supervisors enables you to configure WFM objects and working rules in the **Configuration** and **Policies** modules of the application. Configuration objects include user security settings, organizations, activities, schedule-state groups, skills, and time zones. Organization rules, contracts, shifts, task sequences, time-off types, time-off accrual rules, exception types, meetings, marked-time types, and rotating patterns are set up in the Policies module.

WFM Web includes modules that enable you to import and export historical data, and provides calendar management, forecasting, scheduling, performance monitoring, real-time agent-adherence monitoring, and reporting capabilities. The success of your forecasts and schedules depends considerably on the accuracy and completeness of your configuration of WFM objects and working rules.

Other topics to help with your planning

- About WFM Configuration Objects
- About WFM Policy Objects
- Forecasting Considerations
- Scheduling Considerations
- About Performance Monitoring
- About Adherence Monitoring