



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Administrator Extension Developer's Guide

Workforce Management Elements

Workforce Management Elements

Workforce Management elements are used to create and delete objects within Workforce Management (WFM).

Two types of objects are supported: WFM Users and WFM Business Units.

Contents

- **1 Workforce Management Elements**
 - 1.1 `<wfm:list>`
 - 1.2 `<wfm:kvitem>`
 - 1.3 `<wfm:createWFMObject>`
 - 1.4 `<wfm:deleteWFMObject>`

<wfm:list>

Child Elements

- **<wfm:kvitem>**

Attributes

Name	Type	Description	Default	Values
mode	string	—	—	clear, merge
name	string (required)	—	—	—

<wfm:kvitem>

Specifies a key/value pair that is used in the creation of a WFM User or Business Unit object. The following is an example:

```
<wfm:createWFMObject type="user" serverdbid="${WFM_SERVER_APP.dbid}"
dataagdbid="${WFM_DATA_AGGREGATOR_APP_PR.dbid}" tenantdbid="${TENANT.dbid}"
serverport="${WFM_SERVER_PORT}" timezone="${TIMEZONE}" name="${USERNAME}">
  <list name="userproperties">
    <kvitem key="firstName" value="${FIRSTNAME}"/>
    <kvitem key="lastName" value="${LASTNAME}"/>
    <kvitem key="addAllTenantUsers" value="${ADD_ALL_USERS}"/>
    <kvitem key="noAccessIDs" value="10050"/>
    <kvitem key="noAccessIDs" value="40"/>
    <kvitem key="noAccessIDs" value="70"/>
  </list>
</wfm:createWFMObject>
```

Attributes

Name	Type	Description	Default	Values
data	object	—	—	—
key	string (required)	Specifies the key in a key/value pair.	—	—
result	string	—	—	—

Name	Type	Description	Default	Values
value	string (required)	Specifies the value in a key/value pair.	—	—

<wfm:createWFMOBJECT>

A directive to create a WFM object (either User or Business Unit) in WFM.

Child Elements

<wfm:list>

Attributes

Name	Type	Description	Default	Values
data	object	This attribute can be used to specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—
dataagdbid	integer	Specifies the DBID of the related WFM Data Aggregator application.	—	—
name	string (required)	Specifies the User name or Business Unit name of the WFM object to be created.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. The variable contains true if it is a success; if a failure occurs, the execution stops.	—	—
serverdbid	integer (required)	Specifies the DBID of the related WFM Server Application.	—	—
serverport	string	Specifies the port of the	—	—

Name	Type	Description	Default	Values
		related WFM Server Application.		
tenantdbid	integer (required)	Specifies the DBID of the tenant.	—	—
timezone	string	Specifies the time zone of the WFM object to create.	—	—
tserverdbid	integer	Specifies the DBID of the TServer that contains the switch to be assigned to the object.	—	—
type	string (required)	Specifies the type of object to create. For WFM User, user is used; for WFM Business Unit, bu is used.	—	bu, user

Supported List Names

Name	Type	Description	Default	Values
userproperties	<wfm:kvitem>	—	—	—

<wfm:deleteWFMObject>

A directive to create a WFM object (either User or Business Unit) in WFM.

Attributes

Name	Type	Description	Default	Values
data	object	This attribute can be used to specify a JavaScript variable that contains a JSON representation of all attributes that are used or required to execute this action. It can be used instead of individually specifying all attributes.	—	—

Name	Type	Description	Default	Values
name	string (required)	Specifies the User name or Business Unit name of the WFM object to delete.	—	—
result	string	Defines the name of a JavaScript variable that contains the result of the action. The variable contains true if it is a success; if a failure occurs, the execution stops.	—	—
serverdbid	integer (required)	Specifies the DBID of the related WFM Server Application.	—	—
serverport	string	Specifies the port of the related WFM Server Application.	—	—
tenantdbid	integer (required)	Specifies the DBID of the tenant.	—	—
type	string (required)	Specifies the type of object to delete. For WFM User, user is used; for WFM Business Unit, bu is used.	—	bu, user