



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.

Workforce Management Administrator's Guide

Data Flow

Data Flow

Figure 1 shows the Workforce Management components and their interrelationships. It also shows how WFM draws on Configuration Layer data and statistical data that Stat Server provides.

Important

Tomcat and WebSphere, the supported web server containers, are not Workforce Management components. This graphic includes them to show how they fit into the total Workforce Management architecture.

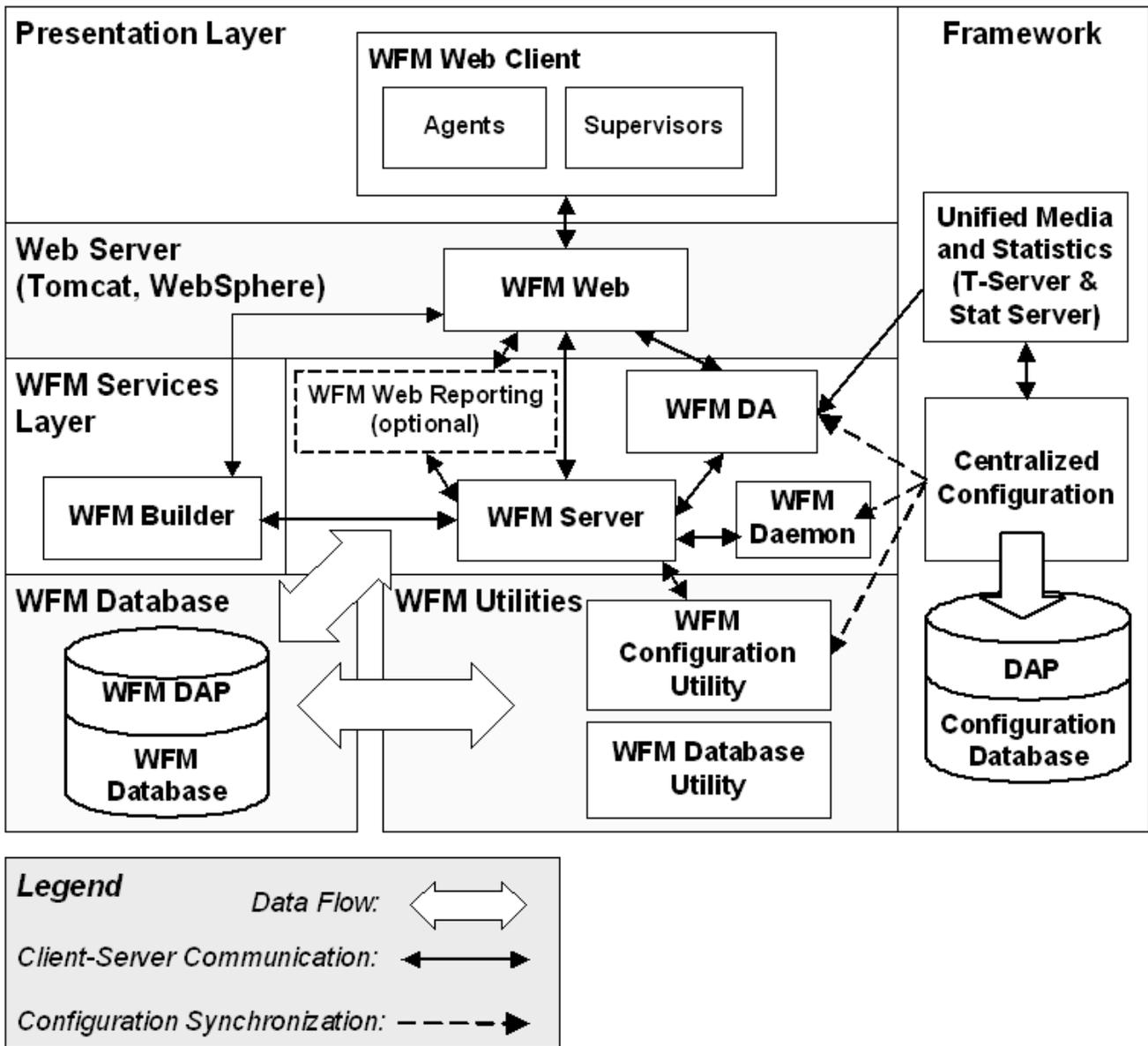


Figure 1: Data Flow—WFM Components

Component Connections

Table 1 (below) shows the connections that are configured on the Connections tab of each component's Application object. These connections offer an alternative, but complementary, way of understanding the Workforce Management architecture. Here are some things to consider:

- As you can see, WFM Server acts as a hub, connecting to, and being connected to, every component.

- The WFM database (represented in the table by its Data Access Point (DAP) as described on page 79) forms a different sort of central hub, with many of the components connecting directly to it. Others connect indirectly, through WFM Server.
- Through its connection to Stat Server, WFM Data Aggregator provides one point of interaction between Workforce Management and the Genesys Framework. All components are connected to the Configuration Layer in the sense that they exist as objects in the Configuration Database. The WFM Configuration Utility draws actively on this connection to import configuration objects, such as agents, agent skills, and time zones, into the WFM database during synchronization.

Important

The WFM Configuration Utility accesses large amounts of data from the WFM Database during its normal operation. As a result, users of the WFM Configuration Utility who are not co-located on the same LAN as the WFM Database will experience slow response times when accessing certain parts of the software. Therefore, Genesys recommends that the WFM Configuration Utility be deployed over Citrix or Windows Terminal Services for those remote users. Users of the WFM Configuration Utility who are on the same LAN as the WFM Database should not see this issue with application response time.

- If you are using Management Layer, the Message Server connections and the WFM Solution object specification of the instance of SCI used to control the solution also connect Workforce Management with the Genesys Framework.

Table 1: WFM Component Connections

Component name	Connections to:							
	Server	Builder	Daemon	Data Aggr.	Web	DAP	Stat Server	Msg Server
Server	(X+)	X+	X			X		(X)
Builder	X							(X)
Daemon	X				(X)			(X)
Data Aggregator	X					X	X	(X)
Web	X				(X)			(X)
Config Utility	X					X		
Database Utility	X					X		

Legend:

- **X**—single connection
- **X+**—one or more connections

- **(X)**—optional connection

Footnotes to Table 1:

1. Configure the Message Server connections if you are using Management Layer to run Workforce Management.
2. WFM Server may connect to other instances of WFM Server if you are using an environment with a number of WFM Servers and want to create schedules for all the sites they serve. See “Configure Multiple WFM Servers” on page 86 for information about how to create this configuration, and Appendix C, “Multi Forecasting Primer,” on page 305.
3. You can configure and connect to multiple instance of WFM Builder. See “Configuring Multiple WFM Builder Applications” on page 109.

Important

The WFM Daemon background process connects to Genesys Configuration Server for authentication, configuration and connection to other Genesys servers' information. It retrieves all data required for its work from WFM Server.