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Workforce Management Administrator's Guide

Integration

Integration

Learn about how WFM integrates with other Genesys Solutions and about the WFM Integration API.

WFM Integration API

The WFM Integration API enables you to create a client application that, in turn, enables you to retrieve WFM information and make certain changes to WFM objects.

For example:

- The WFM Schedule includes planned meetings, trainings, time-off, and so on for all agents. You can use the WFM Integration API to facilitate integration of this WFM data with third-party human resources applications and PIMs such as Outlook.
- You can take information from third-party applications and incorporate it in WFM without having to manually re-enter each update into WFM.
- You can retrieve WFM data and use it to generate custom reports using your preferred reporting tool.
- You can read agent schedule information, such as the total number of paid hours an agent worked during a particular day, and automatically feed this information into a payroll system.

Important

Not all WFM functionality is available through the WFM Integration API.

For detailed information about the WFM Integration API, see the *Workforce Management API Reference* (JavaDoc).

Integration With Other Genesys Solutions

Workforce Management 8.1 is tightly integrated with the Genesys Customer Interaction Management (CIM) environment.

Configuration Layer Integration

WFM can automatically retrieve agent and skills information from the Genesys unified configuration environment, reducing the effort needed to maintain the WFM system and removing the chance of human errors caused by redundant data entry. You can configure WFM to place agents within a site automatically, based on their switch logins, if the switch is used to represent a site in WFM. Also, you

can easily configure WFM to retrieve statistics from Routing objects (queues, routing points, virtual queues, and so on) within the Genesys platform, reducing the effort needed to support changes in routing strategies

Management Layer Integration

Management Layer delivers powerful solution-wide control of Genesys solutions from a single access point. Through Solution Control Interface (SCI), Management Layer provides control and monitoring functions that allow a user to start or shut down single applications, or an entire solution, in a single operation and to monitor current runtime status of applications and entire solutions.

Workforce Management 8.1 is integrated with the Genesys Management Layer, enabling easy solution-wide configuration, overview of Workforce Management status, and automatic switching to backup servers if necessary.

If you use Management Layer to control and monitor WFM, each computer on which a Workforce Management server is installed also runs a Local Control Agent that constantly checks that server's status. If a server goes down, SCI signals the user, enabling a prompt response.

Problems are centrally logged for convenient access. For more information on the Management Layer, see the Framework 8.1 Management Layer User's Guide. Management Layer installation and configuration are described in Genesys Framework documentation.

Enterprise-Routing Integration

You can configure Genesys Enterprise Routing (ER) to route calls based on WFM schedules. Doing so can help ensure a more-balanced multi-skill workload for agents and improved schedule adherence.

Routing strategies can route based on the anticipated availability of an agent. For example, interactions are not routed to agents immediately before they are scheduled for a break. This improves agent adherence and leads to better customer service and worker efficiency. Schedules are created in WFM Web for Supervisors and stored in the WFM database. You configure WFM routing strategies in Interaction Routing Designer, a user interface provided with ER to create routing strategies.