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Workforce Management Administrator's Guide

Installing Workforce Management

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Installing Workforce Management

This topic provides step-by-step instructions for installing and configuring Workforce Management (WFM), including creating your WFM database.

Important

If you are migrating from a previous version of WFM, read the instructions in the “Workforce Management Migration Procedures” chapter of the [Genesys Migration Guide](#) before beginning your installation. In particular, WFM 8.1 requires a new, separate database into which your existing data is imported.

This topic includes the following pages:

- [Preparing to Install WFM](#)
- [WFM Configuration Wizards](#)
- [Manually Creating and Configuring the Application Objects](#)
- [Installing WFM Database Utility](#)
- [Installing and Uninstalling WFM Components](#)

You can install, create, and configure WFM components, by using the Configuration Wizards or perform these tasks manually. The procedures are the same to the end of the section [Import the WFM Templates](#). For instructions about how to perform a manual setup of WFM Application objects, see [Manually Create and Configure the Applications](#).

Important

Genesys recommends that you do not install WFM components, by using a Microsoft Remote Desktop connection. The installation must be performed locally.

Before running Workforce Management Setup or the Installation and Configuration Wizards:

- Review the predeployment topics in [Deployment Planning](#).
- Verify that you have set up the computers that will be running WFM, as described in [Preparing to Install WFM](#).