GENESYS™

Workforce Management Administrator's Guide

High Availability

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High Availability

WFM Data Aggregator supports hot-standby high availability. You can install a second Data Aggregator server as a backup and configure it to take over automatically if the primary server goes down.

The backup reads the same information as the primary Data Aggregator, so if it is necessary to switch to the backup, there is no delay or loss of data. At the transition, the backup Data Aggregator simply starts writing to the database, beginning where the primary Data Aggregator left off.

Because the failure of other WFM servers does not result in critical data loss, they do not support hot- or warm-standby high availability. However, if you are using Management Layer, you can configure the Local Control Agents running on the server computers to restart the WFM processes and re-establish their connections.