



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

Component connections

5/5/2025

Contents

- 1 Component connections
 - 1.1 WFM component connections
 - 1.2 Table legend:
 - 1.3 Secure Connections

Component connections

The **WFM component connections** table 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 **WFM component connections** table by its Data Access Point (DAP) 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.
- If you are using Management Layer, the Message Server connections and the WFM Solution object specification of the instance of Solution Control Server (SCS) used to control the solution also connect Workforce Management with the Genesys Framework.

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)
Database Utility (Backup-Restore Utility)						X		
Footnotes: <ul style="list-style-type: none"> • Configure the Message Server connections if you are using Management Layer to run Workforce Management. • 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. For information about how to create this configuration, see WFM Server Configuration and Multi Forecasting Primer. • You can configure and connect to multiple instance of WFM Builder. See WFM Builder Configuration. 								

Component name	Connections to:
	<ul style="list-style-type: none">Although the WFM Daemon connection to WFM Web is marked as optional (X), it is required if you want to use WFM's scheduled reporting. For example, if this connection is not set, WFM Daemon cannot generate the Report Scheduler.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.

Table legend:

- X**—single connection
- X+**—one or more connections
- (X)**—optional connection

Secure Connections

While the Transport Layer Security (TLS) configuration for WFM Server, Builder, and Data Aggregator adhere to the common guidelines in the [Genesys Security Deployment Guide](#), the TLS configuration for WFM Web and Daemon does not. For information and procedures related to securing connections, see [Securing connections on WFM servers](#).