



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

Installing Workforce Management

5/5/2025

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:

- [Manually Creating and Configuring the Application Objects](#)
- [Installing WFM Backup-Restore 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](#).