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Intelligent Workload Distribution Administrator's Guide

Integrate IWD with Genesys Workforce Management (WFM)

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Collect WFM statistics for your contact center workforce by integrating IWD with Genesys Workforce Management (WFM).

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Overview

Important

Integration with WFM is not supported on Azure.

To improve management of your contact center workforce, you can integrate IWD with Genesys Workforce Management (WFM). To enable WFM functionality, WFM processes three metrics for each activity every 15 minutes:

- **Interaction Volume** ("new")—The total number of work items placed in IWD categories that correspond to the activity in the last 15-minute time interval.
- **Average Handle Time (AHT)**—The total time agents spent working on work items divided by the total number of workitems processed.
- **Actual Queue** ("backlog")—The number of pending interactions (not completed yet) at the end of the last 15-minute time interval in all iWD categories corresponding to the activity.

IWD Data Mart provides **Interaction Volume** and **Actual Queue**. WFM reads **Average Handle Time** from Stat Server.

Important

1. Do not specify Stat Server metrics for **Interaction Volume** and **Actual Queue** during iWD Activity configuration in WFM. Doing this causes values from Stat Server to override metrics obtained from iWD Data Mart, which in turn causes WFM to show incorrect numbers.

2. If Data Mart fails to send data to WFM, it tries to send metrics for all missed intervals during the next run.

Limitations

- You must provision and configure tenants manually using Configuration Manager.
- If iWD reclassifies a work item after reporting it to WFM for the first time, it will not be reported as **PERF_ITEM_ACT_IV** but will be reported in **PERF_ITEM_ACT_QUEUE** on subsequent interval.

Important

Take into account the fact that IWD Data Mart runs every 15 minutes, which does not necessarily match WFM intervals' boundaries. So there could be delays in data becoming visible in WFM.

Configure IWD/WFM integration

1. Configure Filters for the selected IWD Categories to make it possible to calculate AHT for the corresponding Activities:
 1. Connect to the tenant Configuration Server.
 2. Go to **Applications > region > WFM > SS_WFM > Application Options**.
 3. Add a new option under the **Filters** section:

```
option_name>=PairExists("category_path", "")
```

For example:

```
WFMTestSubcat1_Filter=PairExists("category_path", "WFMTestCategory  
WFMTestSubcategory1").
```

You can use wildcards in category path names:

```
WFMTestSubcat1_Filter=PairExists("category_path", "WFMTestCategory*")
```

To use this feature you must first enable the filters-allow-wildcards-in-values option in Stat Server WFM.

4. Save the changes.
5. Open **Applications > region > WFM > SS_WFM_B > Application Options**
6. Repeat steps 3 thru 5.

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2. Create Activities as normal WFM activities taking into account the following guidelines:
 1. Create one Activity of type **Deferred** per category with either the naming pattern:
 - **iWD_Category/iWD_Subcategory** and with the identical name as in iWD; or;
 - **iWD_Category/***, so all subcategories will be mapped to this one.
 2. Create a special Activity named **Default/Unclassified** to handle unclassified work items, and create a separate Filter for it as described in step 1.
 3. Configure the **Average Handle Time (AHT)** statistic for each Activity as follows:
 1. Open **WFM Web for Supervisors > Configuration > Activities**.
 2. Open the **Activity > Statistics** tab and click **Add**, then configure the following:
 - **Type** = Handle Time.
 - Either **Group of Agents** or **Group of Places** depending on your needs.
 - **Total Handle Time** = WFM_Workitem_Interactions_Processing_Time or WFM_Email_Interactions_Processing_Time.
 - **Interactions Handled** =WFM_Workitem_Interactions_Processed or WFM_Email_Interactions_Processed.
 - **Filters** = ..
 3. Click **Apply**
 4. Save the Activity.