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Genesys Choice

Gplus Workforce Management (Gplus WFM)

10/4/2022

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Describes the Gplus Workforce Management bundle and its capabilities in Genesys Choice.

Metric specification

Billable item	Concurrent and Named number of agents who have login sessions as registered by Gplus WFM Adapter
Unit of measure	Agent Count
Metric name	seats_gplus_wfm
Metric frequency	Daily
Metric scope	Region
Metric definition and capabilities	<p>Named</p> <p>The total number of unique agents registered by adapter during the month.</p> <p>Concurrent</p> <p>Calculated with 1 second precision, a peak number of concurrently active unique agents using the adapter during the given day.</p> <p>Capabilities</p> <p>The Gplus Adapter for Workforce Management (Gplus WFM) is a software solution that provides integration between a third party WFM system and Genesys routing solutions. Genesys event data is filtered and aggregated to provide interval activity data and a real-time data feed for the WFM system. Gplus WFM supports Aspect, Calabrio Teleopti, NICE IEX, and Verint.</p>
Data source	Genesys Info Mart database
Deployment model	One global instance of Genesys Info Mart database for each tenant