Genesys Engage On-Premises Use Cases

Genesys WFM Third-Party Integration (EE27) for Genesys Engage on premises

12/26/2025

Enable bi-directional Integration of WFM with 3rd party systems

What's the challenge?

Your organization has systems in place, like Human Resources or Payroll Management systems. The addition of a Workforce Management tool requires many of the same data elements that these systems use, which results in redundant data management. This causes frustration and unnecessary work for your IT personnel.

What's the solution?

The Genesys WFM Solution includes an API that provides bi-directional integration between the Genesys WFM Solution and your existing systems, allowing automated synchronization of the two. This eliminates the need for redundant data management, resulting in improved system performance and happier IT personnel.

Contents

Use Case Overview

Story and Business Context

Organizations often already have third-party systems that contain many of the same data elements that Genesys Workforce Management needs to perform its functions. These systems might include wage and time-off information found within a Human Resources (HR) or Payroll Management System. The Genesys WFM Solution includes an API that provides bi-directional integration between the Genesys WFM Solution and the existing systems, allowing for automated synchronization between the two and eliminating the need for redundant data management.

Use Case Benefits*

The following benefits are based on benchmark information captured from Genesys customers and may vary based on industry, lines of business or Genesys product line:

Use Case Benefits	Explanation
Reduced Administration Costs	Real-time synchronization between WFM and payroll, CRM or HR systems eliminates data administration effort and reduces costs.

Summary

The Genesys WFM API provides server-side integration between the Genesys Workforce Management solution and third-party systems.

Use Case Definition

Business Flow

Business Flow Description

1. Identify the data elements that need to be synchronized.

2. Confirm the third party system provides access to the needed data element.

3. Define the most appropriate methodology for synchronizing the data elements:

- Frequency
- Data exchange medium

4. Create and implement integration.

Business and Distribution Logic

Business Logic

N/A

Distribution Logic

N/A

User Interface & Reporting

Agent UI

N/A

Reporting

Real-time Reporting

N/A

Historical Reporting

N/A

Customer-facing Considerations

Interdependencies

All required, alternate, and optional use cases are listed here, as well as any exceptions.

All of the following required:	At least one of the following required:	Optional	Exceptions
None	**Workforce Engagement** • Genesys Workforce Scheduling for Voice (EE01) • Genesys Omnichannel Workforce Scheduling (EE02) • Genesys Back-office Scheduling (EE26)	None	None

General Assumptions

Required Development Resources (one or more of the following):

- Genesys Professional Services developer
- Customer-provided developers
- Third-Party System Integrator developer

Document Version

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