



Genesys Engage cloud Use Cases

Genesys WFM Third-Party Integration (EE27) for Genesys Engage cloud

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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.

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

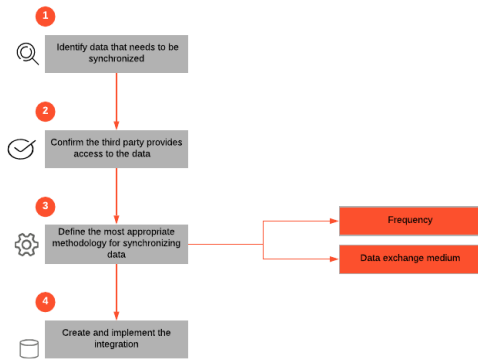
Use Case Benefits	Explanation
Reduced Administration Costs	Real-time synchronization between WFM and payroll, CRM or HR systems eliminates data administration effort and reduces costs.

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.

For more details

For additional details, contact your Genesys Sales Representative by filing out the form or for immediate assistance call us: 1-888-Genesys.