About This Software
Documentation
Technical Support
Legal Notices

Workforce Management

Release 8.0

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesyslab.com

About This Software

The Genesys Workforce Management solution is designed to provide contact center managers with the tools they need to better manage their workforce. The product offers the ability to create accurate staffing plans that take into account not only projected contact volumes and average handle times, but also the various skills and skill levels of their agent population. This is achieved through advanced forecasting, scheduling and real-time adherence capabilities.

Genesys Workforce Management has been designed to integrate tightly with the Framework components of the Genesys Customer Interaction Management Platform. Agents and their skill sets are entered and maintained in one Genesys configuration management application, so there is no longer a need to re-enter this information in a stand-alone workforce management application. This integration also allows contact centers to leverage the real-time statistics and adherence data across all communication channels.

Designed for the true multi-media, multi-site environment, Genesys Workforce Management provides optimal schedules across multi-skilled agents who may handle customer interactions of different media types. Agent preferences, skills, proficiency, customer segmentation, historical trends such as e-mail response times, and outbound call lengths are all considered within the forecast, schedule and adherence components.
Genesys Workforce Management consists of the following components:

- WFM Database Utility
- WFM Configuration Utility
- WFM Web (with separate interfaces for Supervisors and Agents)
- WFM Server
- WFM Data Aggregator
- WFM Daemon
- WFM Builder
- WFM Confifguration Wizards

Workforce Management also requires a database to store all the relevant configuration, forecasting, scheduling, agent adherence, performance, and historical data.

New Features in Release 8.0.x

Workforce Management 8.0.0 includes the following new features:

- **Time Off Management Report**
  - A new report within the WFM Web Supervisor application displays an Agent's Time Off Balance. You can see the history of all Time Off rules assigned to an Agent, and if or when bonus hours were granted.
- **Overtime Management**
  - Users can create overtime slots for an Agent that is skilled to work on that particular Activity. WFM will re-calculate and schedule any necessary breaks or meals automatically based on the length of the overtime shift.
- **Shrinkage Tracking**
  - Users can specify forecasted shrinkage as Working or Non-working overhead.
- **Multi-Site Scheduling**
  - Users can build schedules for multiple sites at the same time.
- **Multi-Site Meeting Scheduling**
  - Users can select participants from any site within a single business unit when using the meeting scheduler.
- **Split Meeting Scheduling**
  - Users can define a split meeting, and if necessary WFM will schedule non-overlapping meeting instances so that all selected participants are scheduled for one of the instances.
- **Configuration of WFM Objects at Business Unit Level**
  - You can configure the WFM objects at the business unit level: exception types, time off types, marked time types and meetings.
- **Agent-Team History Tracking**
  - WFM now stores the historical association of Agent to Team.
- **Configuration Audit**
  - Users can track which WFM configuration object (such as a "Full Time Contract") was changed along with the specific parameter of the objects (such as "Maximum Paid Hours per Day"). Additionally, the out-of-the-box audit report displays which user made the change and the timestamp.
- **System Requirements**
  - Support added for IBM AIX 64 bit versions, version 6.1, Microsoft MS Windows Server versions Windows 2003 x64, and Windows Server 2008 operating systems.
  - Support discontinued for the Windows Server 2000 x32 operating system..
  - Support added for Oracle 11g, DB2 9.7 and Microsoft SQL Server 2008 databases.
  - Support added for Firefox 3 web browser.
  - Support for Microsoft Internet Explorer 8.0 browser.
  - Support added for IBM Power VM and Sun Solaris container virtual platforms.

Directories on This CD

configuration_wizard
Contains the files necessary to set up and run the Configuration Wizard.

documentation
Contains the ReadMe file, graphics for the ReadMe, and the versions.html file.

solution_specific
Contains the applications that are specific to the solution being installed. Each application is in

a separate subfolder, under which are the operating systems that support the application.

templates
Contains the templates used for configuring the component applications and the solution object.

Documentation

Product documents and release notes are available on the Genesys Technical Support website and on a separate documentation library DVD shipped with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the Release Advisory.

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the *Genesys Technical Support Guide*. Please tell the Technical Support representative that you are a Genesys 8.0 Workforce Management customer. For a list of the software versions that are on this CD, click here.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the *Genesys Licensing Guide* on the Technical Support website and the licensing section of the *Genesys Migration Guide*.

Configuration Support

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Environment Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

Legal Notices

Copyright

This CD and all its contents © Copyright 2010, Genesys Telecommunications Laboratories, Inc. All rights reserved.

Patents

Genesys applications are covered by one or more of the following patents (and non-U.S. equivalents thereof), which are owned or licensed by Genesys Telecommunications Laboratories, Inc.:

4977520; 5103449; 5097528; 5311577; 5402474; 5652866; 6130933; 5802163; 5812644; 5825870; 5917817; 5915012; 5933492; 5765033; 5995614; 5995615; 5953405; 6185292; 5963632; 6185291; 5926538; 5946387; 6201863; 5907598; 6018578; 5940495; 6038602; 5999612; 5940496; 5970126; 6148074; 5915011; 5905792; 5991391; 5991392; 6185287; 6205412; 5926539; 6078581; 6064667; 6393015; 6134315; 5960073; 6181788; 6104801;

5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600; 6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864; 6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060; 6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066; 5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178; 6389007; 6138139; 6167395; 6370508; 6170011;

6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc., in the U.S.A. and other countries.

All other trademarks are the property of their respective owners.

Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize functionality of commercial or non-commercial third parties.

NOTICE OF RESTRICTED RIGHTS FOR ORACLE PRODUCTS LICENSED TO THE US GOVERNMENT Oracle Programs delivered to the United States government subject to the DOD FAR Supplement are 'commercial computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the licensing restrictions set forth in the applicable license agreement therefor. Otherwise, Oracle programs delivered subject to the Federal Acquisition Regulations are 'restricted computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the restrictions in FAR 52.227-19, Commercial Computer Software-Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

80wfm_06-2010_v8.0.001.01