Workforce Management

Options Section

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Options Section

- DBDumpFile
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DBDumpFile

Default Value: No default value
Valid Values: Any valid filename
Changes Take Effect: Immediately
Dependencies: None

Specifies the file to which WFM Data Aggregator writes its current data if it loses its connection to the database.

When Data Aggregator is restarted or the connection to the database is restored, it locates the dump file, retrieves the data, writes it to the database, and then deletes the dump file. If you do not specify a file name, the file is DBdump.dat located in \\...\Workforce Management\Data Aggregator.

HandleTimeWriteBack

Default Value: No default value
Valid Values: 0, integers from 1 to 12
Changes Take Effect: Immediately
Dependencies: None

When specified, enables Data Aggregator to transfer the handle time of the recent timestep to a previous timestep and adjust the average handle time (AHT) value of the previous timestep when there were no calls handled in the current timestep, but a handling time was registered.

This option prevents Data Aggregator from setting the AHT value to 0 for timesteps, in which agents performed after-call work (ACW) for calls that occurred in a previous timestep.

If this option is set to a value between 1 and 12, Data Aggregator searches for the previous timestep that is no further back than the specified option value and, in which at least one call was handled. If Data Aggregator finds a timestep like this, it updates the AHT of that timestep to incorporate the handle time registered during the recent timestep.

The value for this option determines the number of timesteps that WFM Data Aggregator searches

back. Therefore, the ACW must occur within 12 timesteps, or 3 hours, after call completion. A value of
`0` disables this option.

> ### Important
>
> Some calls are brief enough to be considered short-abandoned calls, but they begin
> and end in different timesteps and thus require special handling to avoid skewing Call
> Center data. WFM Data Aggregator can identify a call like this because the timestep
> where it ends has an associated HandleTime statistic but no HandleVolume statistic.
>
> WFM Data Aggregator uses the value of the **HandleTimeWriteBack** option when
> searching for the beginning of a short-abandoned call like this, to adjust the prior
> timestep where that call began. See Configuring Statistics for Activities in the
> *Workforce Management Web for Supervisors Help*.

MonitorStatThreadActivityTimeout

Default Value: 0
Valid Values: 0, any integer greater than 20
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.208.01

Specifies the timeout interval (in minutes) after which Data Aggregator shuts down if it does not
detect Statistics thread activity.

If this option value is set to `0` (default), Data Aggregator does not shut down. The minimum timeout is
20, minutes.

ReasonCodeKeyName

Default Value: <ReasonCode>
Valid Values: Any valid reason-code key name
Changes Take Effect: Immediately
Dependencies: None

Specifies the reason-code (aux-code) key used in the enterprise. (You don't have to configure this
option if you do not use reason codes.)

Data Aggregator can process reason codes that come from hard and/or soft phones. To receive
reason codes from hard phones, or in a mixed hard/soft phone environment, set this option value to
<ReasonCode> in Genesys Administrator.

> ### Tip

You can use reason codes from hard phones only if you are using Stat Server 7.x.

ReasonCodeWaitTime

Default Value: 15
Valid Values: 2 - 600
Changes Take Effect: Immediately
Dependencies: None

Specifies how long, in seconds, Data Aggregator delays processing information during a timestep while waiting for reason code information.

This parameter is useful when Stat Server and/or the network are busy enough to delay reason code data.

Tip
Configure this option only if you are using a pre-6.5 release of Stat Server and are using reason codes.

ScheduleLookAheadMinutes

Default Value: No default value
Valid Values: 1 - 1440
Changes Take Effect: Immediately
Dependencies: None

Specifies how many additional minutes of agent schedules should be loaded from WFM Server for adherence calculations.

Use this option only in environment where agent schedules and configuration are updated infrequently.

SynchronizeUnassignedAgents

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: None
Discontinued: In release 8.5.200

Specifies whether or not WFM Data Aggregator synchronizes agents who are not assigned to any site.

Important

This option is discontinued and no longer in use.