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Workforce Management

PerformanceService Section

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PerformanceService Section

- [MaxActivityDays](#)
- [NoCallsServiceLevel](#)
- [RecalculateForecastStaffing](#)

MaxActivityDays

Default Value: 25,000

Valid Values: Any positive integer

Changes Take Effect: Immediately

Dependencies: None

Specifies the maximum cost of performance-related and forecast-related data that can be returned by WFM Server, preventing WFM Server from becoming overloaded when processing large amounts of data.

This option value represents Activity Days. For example, a request for 50 activities over a 31-day period would require 1550 Activity Days.

If the request requirement exceeds the [MaxActivityDays](#) option limit, then WFM Server returns this message: *Specified date range is too long for selected target. Please select different target or a shorter date range.*

The default value is based on a typical customer configuration. You might need to adjust it, depending on your installed hardware, user work pattern, or if the server is too slow or short of memory when handling certain requests.

Tip

This option is not included in the template by default. You must create it yourself. For instructions about how to create new options, see [Creating New Configuration Sections and Options](#).

NoCallsServiceLevel

Default Value: 0

Valid Values: 0, 100

Changes Take Effect: Immediately

Dependencies: None

Specifies whether or not the WFM Web for Supervisors **Performance** view shows the service level as 0% or 100% when there are no incoming interactions.

Tip

This option is not included in the template by default. You must create it yourself. For instructions about how to create new options, see [Creating New Configuration Sections and Options](#).

RecalculateForecastStaffing

Default Value: false

Valid Values: yes, no, true, false, y, n, 0, 1

Changes Take Effect: Immediately

Dependencies: None

Specifies whether or not WFM Server recalculates deferred activity forecast staffing.

If this option is set to `true`, WFM Server recalculates deferred activity forecast staffing, based on the schedule, if there is one. When set to `false`, staffing is returned as saved in the WFM database.