GENESYS

Workforce Management

WFM Server

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WFM Server

The WFM Server CD or IP contains two component applications: WFM Server and WFM Server ETL. This page summarizes the WFM Server configuration options. For a summary of the options configured on the WFM Server ETL application, see WFM Server ETL.

Options for this component are contained in the following configuration sections:

- auth
- CalendarService
- Client
- ConfigService
- ForcastService
- ForecastService
- Identity

- Log
- PerformanceService
- ScheduleService
- Server
- task
- trace

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: Download a CSV file containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
auth	idp	empty	After restart
auth	provider	""	After restart
auth	roles.administrator	" " (empty string)	Immediately
auth	roles.administrator.default	" " (empty string)	Immediately
auth	roles.supervisor	" " (empty string)	Immediately
auth	roles.supervisor.default	" " (empty string)	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
CalendarService	AdjustCarryOverByBonus	false	Immediately
CalendarService	AutoCarryOverCalculationOffsetDays	183	Immediately
CalendarService	AutoPublishTimeOffToSchedule	0	Immediately
CalendarService	BatchRequest	true	Immediately
CalendarService	BiddingTimeout	10	Immediately
CalendarService	CalendarOverScheduleData	0	Immediately
CalendarService	CarryOverTimeout	1440	Immediately
CalendarService	DetermineFullDayTimeOffStartEndPaidHours	false	Immediately
CalendarService	HideMessagesForNotWorkingAgents	false	Immediately
CalendarService	MaxAuditReports	No default value	Immediately
CalendarService	MealsDuringTimeOff	0	Immediately
CalendarService	OffloadWaitlistedRequests	false	Immediately
CalendarService	PreventTimeOffNoAvailability	0	Immediately
CalendarService	WaitlistLookBackDays	7	At the time when next waitlist processing starts
CalendarService	WaitlistTimeout	30	Immediately
Client	CfgServerRequestTimeout	15	Immediately
Client	SOAPTimeout	60	Immediately
ConfigService	AcceptZeroSkillLevel	true	Immediately
ConfigService	CacheLifespan	No default value	Immediately
ConfigService	CachePreloadTimeout	No default value	Immediately
ConfigService	LocalTimezones	false	Immediately
ConfigService	MaxCacheSize	No default value	Immediately
ConfigService	MinCacheSize	No default value	Immediately
ConfigService	MSARestrictAccess	false	Immediately
ConfigService	RestoreTerminatedAgents	true	Immediately
ConfigService	SynchronizationAllowZeroSkillLevel	true	Immediately
ConfigService	SynchronizationCheckUpdatesTimeoutSec	60	Immediately
ConfigService	SynchronizationLevel	2	Immediately
ConfigService	SynchronizationTimeout	0	Immediately
ForcastService	ServiceLevelMethod	0	Immediately
ForcastService	SplitBySchedule	on	Immediately
ForecastService	ForecastTimestep	15	Immediately
ForecastService	MaxScenarioCacheSize	No default value	Immediately
ForecastService	ServiceLevelMethod	0	
ForecastService	SplitBySchedule	off	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
Identity	ApplicationType	WFMServer	Immediately
Log	all	stdout	Immediately
Log	buffering	false	Immediately
Log	debug	" " (string)	Immediately
Log	expire	false	Immediately
Log	keep-startup-file	false	After restart
Log	messagefile	wfmserver.lms	Immediately
Log	segment	false	Immediately
Log	standard	stdout	Immediately
Log	trace	" " (string)	Immediately
Log	verbose	standard	Immediately
Log	x-json-log	"" (empty string)	After restart
Log	x-json-log.archive	No default value	After restart
Log	x-json-log.compress	No default value	After restart
Log	x-json-log.flush	true	After restart
Log	x-json-log.MaxLogRecordSize	-1	After restart
Log	x-json-log.purgeAge	"" (empty string)	After restart
Log	x-json-log.purgeCount	"" (empty string)	After restart
Log	x-json-log.rotateOnOpen	false	After restart
Log	x-json-log.rotation	no default value	After restart
Log	x-json-log.times	No default value	After restart
Log	x-LogSynchronizationTrace	No default value	Immediately
PerformanceService	MaxActivityDays	25,000	Immediately
PerformanceService	NoCallsServiceLevel	0	Immediately
PerformanceService	RecalculateForecastStaffing	false	Immediately
ScheduleService	AgentScheduleRollback	1	Immediately
ScheduleService	AutoCleanupTimeout	0 (disabled)	Immediately
ScheduleService	CacheLifespan	No default value	Immediately
ScheduleService	CachePreloadDayChunks	No default value	Immediately
ScheduleService	CachePreloadMaxDays	No default value	Immediately
ScheduleService	CachePreloadTimeout	No default value	Immediately
ScheduleService	MaxAuditReports	No default value	Immediately
ScheduleService	MaxCacheSize	No default value	Immediately
ScheduleService	MaxScenarioCacheSize	No default value	Immediately
ScheduleService	MinCacheSize	No default value	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
ScheduleService	OvertimeMode	0	Immediately
ScheduleService	ProcessOvertimeTimeout	0	Immediately
ScheduleService	RestoreMode	0	Immediately
ScheduleService	SplitCoverage	true	Immediately
ScheduleService	SplitMode	0	Immediately
ScheduleService	SplitMS	false	Immediately
ScheduleService	TradePreprocessingEnabled	false	
Server	LOBCursorLocation	3	Immediately
Server	management-port	None	After restart
Server	MaxThreadPoolSize	80	Immediately
Server	MinThreadPoolSize	8	Immediately
Server	OLEDB_options	various, see description	After restart
Server	OLEDB_Provider	SQLOLEDB	After restart
Server	Proxy	" " (string)	Immediately
Server	SessionTimeout	10	Immediately
Server	ThreadPoolDownsizeTimeout	15m	Immediately
Server	ThreadPoolUpsizeTimeout	10s	Immediately
Server	tzdb	1, 0 (see description)	Immediately
Server	tz_mode	iana	After restart
Server	VirtualDirectory	No default value	
Server	webevents	0	After restart
task	sub.enable	false	After restart
trace	exporter.ostream.enable	false	After restart
trace	exporter.otlp_grpc.enable	false	After restart
trace	exporter.otlp_grpc.endpoint	◇'"`UNIQ--nowiki-0000000B-QINU`"'◇	After restart
trace	exporter.otlp_grpc.ssl_credentials_cacert_as_string	""	After restart
trace	exporter.otlp_grpc.ssl_credentials_cacert_path	""	After restart
trace	exporter.otlp_grpc.timeout	10s	After restart
trace	exporter.otlp_grpc.use_ssl_credentials	false	After restart
Section	**Option**	**Default**	**Changes Take Effect**