

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management

AgentPreferences Section

AgentPreferences Section

AllowPreferences

AllowPreferences

Default Value: true Valid Values: true, false Changes Take Effect: Immediately Dependencies: None

This option is mandatory.

Specifies whether or not the Preferences module is displayed in the WFM Web for Agents user interface.