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Workforce Management

AgentSchedule Section

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AccessLevel

Default Value: 2

Valid Values: 1, 2, 3

Changes Take Effect: Immediately

Dependencies: None

Specifies which filtering options appear in the Other Schedules view in Web for Agents UI and how much data an agent can see. (The **People I work with** view is always visible.)

Enter a valid value to specify which other options are available:

- 1—My Team
- 2—My Team and My Site
- 3—My Team, My Site, and My Business Unit

Tip

When running WFM Server 8.5.207 or later with WFM Web, use this configuration option to control agents' schedule trading options (who they can trade with). When running WFM Server 8.5.206 or earlier with Web, use the **[AgentTrading]** [TradeOnlyInsideTeam](#) configuration option to control agents' schedule trading options.

AllowAccessToCarpools

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

Specifies whether or not agents can access Shared Transportation functionality.

If this option value is set to `true`, agents can access Shared Transportation functionality in the Web for Agents **My Schedule** view, sidebar, and other locations. If set to `false` or not set, Shared Transport functionality is disabled.

Important

Shared Transport functionality for supervisors is not enabled or disabled by using this configuration option. To enable Shared Transport for supervisors, see [Roles](#) in the *Workforce Management Web for Supervisors Help*.

AllowAccessToOthersSchedule

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Dependencies: None

Specifies whether or not agents can see other agents' schedules.

If this option value is set to `true`, agents can see other agents' schedules in the **Other Schedules** view in the Web for Agents **Schedule** module.

AllowInsertExceptions

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Dependencies: None

This option is mandatory.

Specifies whether or not agents can add Exceptions to their schedule.

If this option value is set to `true`, agents can access the **Add Exception** button and its underlying functionality in the Web for Agents **My Schedule** view.

CommitAgentInsertedExceptions

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Dependencies: Enabled only if [AllowInsertExceptions](#) is set to `true`

Specifies whether or not WFM commits Exceptions to the schedule when inserted by agents.

If this option value is set to `true`, Exceptions that are inserted by an agent are committed to the schedule or inserted pending approval by a supervisor.

LimitScheduleDetails

Default Value: `false`

Valid Values: `true`, `false`

Changes Take Effect: Immediately

Dependencies: None

Specifies whether or not WFM replaces the actual names of non-tradeable Exceptions and Time-Off items with generic names in the Web for Agents **Other Schedules** view. Administrators use this feature to hide sensitive information, if required.

If this option value is set to `true`, WFM replaces the actual names of non-tradeable Exceptions and Time-Off items with generic names in the Web for Agents. If this option value is set to `false`, WFM displays the actual names of Exception and Time-Off.

SaveAsynchronously

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: after re-login

Specifies whether the modal progress dialog box appears on each save operation of agent's schedule (value is set to `true`) or not (value is set to `false`).