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Workforce Management

Web

12/17/2025

Web

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

- [Adherence](#)
- [AgentBidding](#)
- [AgentCustom](#)
- [AgentPreferences](#)
- [AgentSchedule](#)
- [AgentTimeOff](#)
- [AgentTrading](#)
- [auth](#)
- [Client](#)
- [Functionality](#)
- [Identity](#)
- [Log](#)
- [Options](#)
- [Reports](#)

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
Adherence	RefreshTime	10	After next client login
AgentBidding	AllowBidding	true	Immediately
AgentCustom	agenttag	" " (string)	Immediately
AgentCustom	name	No default value	Immediately
AgentCustom	url	No default value	
AgentPreferences	AllowPreferences	true	Immediately
AgentSchedule	AccessLevel	2	Immediately
AgentSchedule	AllowAccessToCarpools	true	Immediately
AgentSchedule	AllowAccessToOthersSchedule	true	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
AgentSchedule	AllowInsertExceptions	false	Immediately
AgentSchedule	CommitAgentInsertedExceptions	false	Immediately
AgentSchedule	LimitScheduleDetails	false	Immediately
AgentSchedule	SaveAsynchronously	true	after re-login
AgentTimeOff	AllowEnterFullDayStartEnd	true	Immediately
AgentTimeOff	AllowEnterPaidTime	false	Immediately
AgentTimeOff	AllowTimeOffPlanner	true	Immediately
AgentTimeOff	AllowWaitList	true	Immediately
AgentTimeOff	SeparateStartEndForEachDay	false	Immediately
AgentTrading	AllowAccessToOthersSchedule	true	Immediately
AgentTrading	AllowNoComments	false	Immediately
AgentTrading	AllowScheduleTrading	true	Immediately
AgentTrading	TradeOnlyInsideTeam	true	Immediately
auth	provider	" "	After restart
Client	ConfigServiceClientTimeout	No default value	After the application restart
Client	SOAPTimeout	60	After restart
Functionality	ClassicAgent	true	Immediately
Functionality	InsertPayback	false	Immediately
Functionality	InsertPaybackException	true	Immediately
Functionality	NewAgent	false	Immediately
Functionality	NewSupervisor	false	Immediately
Functionality	NotificationsMultiLang	false	After next client login
Functionality	PreventFraming	true	Immediately
Functionality	SystemInformation	0	After next login
Functionality	useRolesSecurity	false	Immediately
Identity	ApplicationType	WFMWeb	Immediately
Log	all	stdout	Immediately
Log	buffering	false	Immediately
Log	debug	" " (string)	Immediately
Log	expire	false	Immediately
Log	segment	false	Immediately
Log	standard	stdout	Immediately
Log	trace	" " (string)	Immediately
Log	verbose	standard	Immediately
Options	AgentSessionInactiveTimeout	0	At next login
Options	AppletFont	" " (string)	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
Options	CustomActivities	" " (string)	Immediately
Options	ExternalHelp	" " (string)	Immediately
Options	HideNames	false	Immediately
Options	HideTerminatedAgents	false	Immediately
Options	ImportMaxFileSizeMB	10	After next client login
Options	NameOrder	1	Immediately
Options	NoPerformanceInSchedule	false	Immediately
Options	PageCharSet	No default value	Immediately
Options	RunJavaStandalone	1	After next client login
Options	ShowAllActivities	false	Immediately
Options	SupervisorSessionInactiveTimeout	15	At next login
Options	UsePartitionedCookie	false	Immediately
Reports	Charset	" " (string)	Immediately
Reports	Font	No default value	Immediately
Reports	OwnerCaption	" " (string)	Immediately
Reports	OwnerVisible	false	Immediately
Reports	PageLimit	0	Immediately
Reports	PageLimitForCSV	0	Immediately
Reports	PathToAutoGeneratedReports	No default value	Immediately
Reports	RevertDiffCalculation	0	Immediately
Reports	ServerURL	No default value	Immediately
Reports	ShowActualHeadcount	true	Immediately
Reports	ShowSSGonFirstPageOnly	false	
Reports	TotalsInStatesReport	false	Immediately
Reports	x-FontPath	" " (string)	Immediately
Section	Option	Default	Changes Take Effect