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Workforce Management

ConfigService Section

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ConfigService Section

- **CachePreloadTimeout**
- **MinCacheSize**
- **SynchronizationTimeout**

CachePreloadTimeout

Default Value: -1

Valid Values: -1, process is turned off.

Changes Take Effect: Immediately

Dependencies: **MinCacheSize**

Specifies the time (in minutes) it takes to preload data into the cache. Data is preloaded up to the amount specified in **MinCacheSize**.

MinCacheSize

Default Value: 0

Valid Values: Any positive integer.

Changes Take Effect: Immediately

Dependencies: None

Specifies the minimum size (in MB) of the Configuration cache. The cache is preloaded up to the minimum size.

SynchronizationTimeout

Default Value: -1

Valid Values: -1, process is turned off.

Changes Take Effect: Immediately

Dependencies: None

Specifies the time (in minutes) it takes for WFM Server to synchronize with Genesys Configuration Server.

When this option value is set to -1, the is turned on.