GENESYS

Workforce Management

Server Section

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Server Section

- CommandTimeout
- MaxThreadPoolSize
- MinThreadPoolSize
- Proxy
- SessionTimeout
- ThreadPoolDownsizeTimeout
- ThreadPoolUpsizeTimeout

CommandTimeout

Default Value: 300
Valid Values: Any positive integer.
Changes Take Effect: Immediately
Dependencies: None

Specifies the timeout (in seconds) for any command to the Database Management System.(DBMS).

MaxThreadPoolSize

Default Value: 80
Valid Values: Any positive integer.
Changes Take Effect: Immediately
Dependencies: None

Specifies the maximum number of threads allowed in the thread pool.

MinThreadPoolSize

Default Value: 8
Valid Values: Any positive integer.
Changes Take Effect: Immediately
Dependencies: None

Specifies the minimum number of threads allowed in the thread pool.

Proxy

Default Value: " " (string)
Valid Values: Proxy server name and port number

Changes Take Effect: Immediately
Dependencies: None

Specifies the proxy server.

Enter the option value in the following format:*<proxyservername>:<portnumber>*.

SessionTimeout

Default Value: 10
Valid Values: Any positive integer.
Changes Take Effect: Immediately
Dependencies: None

Specifies the timeout (in minutes) for WFM Server client sessions.

ThreadPoolDownsizeTimeout

Default Value: 15m
Valid Values: Any positive integer.
Changes Take Effect: Immediately
Dependencies: None

Specifies how long a thread stays idle before WFM removes it from the thread pool.

When changing the default vaule, enter the number, followed by "s" for seconds or "m" for minutes. By default, the value is in minutes.

ThreadPoolUpsizeTimeout

Default Value: 10s
Valid Values: Any positive integer.
Changes Take Effect: Immediately
Dependencies: None

Specifies how long a request stays in queue before WFM increases the thread pool size.

When changing the default value, enter the number, followed by "s" for seconds or "m" for minutes. By default, the value is in seconds.