# Workforce Management

ConfigService Section

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## AcceptZeroSkillLevel

**Default Value:** true
**Valid Values:** true, false
**Changes Take Effect:** Immediately
**Dependencies:** SynchronizationLevel
**Modified:** 8.5.202.06
**Discontinued:** 8.5.211.00

> ### Important
>
> This option was removed in release 8.5.211.00. It was renamed in release 8.5.202.06. For the complete option description, see SynchronizationAllowZeroSkillLevel.

## CacheLifespan

**Default Value:** No default value
**Valid Values:** Any positive integer.
**Changes Take Effect:** Immediately
**Dependencies:** None

Specifies the amount of time (in hours) that data remains in the Configuration cache without being accessed. After this interval, the data is dropped from the cache.

A `null` value means the size is unlimited.

# CachePreloadTimeout

**Default Value:** No default value
**Valid Values:** Any positive integer.
**Changes Take Effect:** Immediately
**Dependencies:** None

Specifies the time (in minutes) for preloading data in the cache. Data is preloaded up to the amount specified in the MinCacheSize option.

A `null` value means 120 minutes.

# LocalTimezones

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

Specifies whether or not WFM Server uses the local timezone.

If this option value is set to `true`, WFM Server interprets the timezone's Daylight Saving Time (DST) settings from Configuration Server in the local timezone time, instead of the usual Coordinated Universal Time (UTC).

Genesys recommends setting this option value to `true`, if the timezone DST rules in Configuration Server is configured in local time, instead of the required UTC.

# MaxCacheSize

**Default Value:** No default value
**Valid Values:** Any positive integer.
**Changes Take Effect:** Immediately
**Dependencies:** None

Specifies the maximum size (in megabytes [MB]) of the Configuration cache.

# MinCacheSize

**Default Value:** No default value
**Valid Values:** Any positive integer.
**Changes Take Effect:** Immediately
**Dependencies:** None

Specifies the minimum size (in megabytes [MB]) of the Configuration cache.

The cache is preloaded up to the minimum size.

# MSARestrictAccess

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

Specifies whether or not users can access Multi-Site Activites (MSA).

When this option is set to `true`, users must have access to all Activities under MSA to view any multi-site activity. When set to `false` users must have access to at least one Activity under MSA to view multi-site activities (current functionality).

> ### Tip
> This option is not included in the template by default. You must create it yourself. For instructions about how to create new options, see Creating New Configuration Sections and Options.

# RestoreTerminatedAgents

**Default Value:** true
**Valid Values:** true, false
**Changes Take Effect:** Immediately
**Dependencies:** None
**Introduced:** 8.5.215.09
**Modified:** 8.5.219.11

> ### Important
> This option was changed to use a default value of "true" starting with WFM Server 8.5.219.11.

Specifies whether WFM prevents creating duplicate agents when they are deleted and then recreated in Genesys Administrator.

If this option value is set to `true`, WFM does not create duplicate agents in the WFM Database, but recreates these agents by associating them with their previously deleted employee ID.

This option value is set to `true`, by default.

# SynchronizationAllowZeroSkillLevel

**Default Value:** true

**Valid Values:** true, false
**Changes Take Effect:** Immediately
**Dependencies:** SynchronizationLevel
**Modified:** 8.5.202.06
**Discontinued:** 8.5.211.00

Specifies whether or not WFM Server sets an agent's skill level to 0 during real-time synchronization.

When this option is set to `true` WFM Server sets an agent skill level to 0. When set to `false` (disabled) WFM Server does not set an agent's skill level to 0.

This option affects real-time changes to existing agents only and has no affect on newly created agents (with any skill level). It does not affect the full synchronization process.

> ### Important
> This option was removed in release 8.5.211.00. It was named AcceptZeroSkillLevel, prior to release 8.5.202.06.

## SynchronizationCheckUpdatesTimeoutSec

**Default Value:** 60
**Valid Values:** Any positive integer.
**Changes Take Effect:** Immediately
**Dependencies:** None
**Introduced:** 8.5.100.24

Specifies the time (in seconds) between checks for updates or site configuration changes.

If this configuration option value is set to 0, checking is turned off and WFM Server does not check for changes to site configuration.

## SynchronizationLevel

**Default Value:** 2
**Valid Values:** 0, 1, 2
**Changes Take Effect:** Immediately
**Dependencies:** None
**Introduced:** 8.5.100.24

Specifies the level of synchronization that WFM Server performs.

Valid values are:

- 0—Synchronization is off

- 1—Synchronizes only agents in sites that are explicitly assigned to the WFM Server and specified in Web for Supervisors **Organization** > **Sites**. Skills are not fully synchronized, but they are imported if the

agent to be synchronized has skills that are not yet imported. Time zones are not synchronized.

- 2—Full synchronization is on, including time zones and skill definitions. Agents of all sites and unassigned agents are synchronized, except those belonging to sites that are explicitly assigned to a different WFM Server in **Organization** > **Sites**.

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### Tip

If the SynchronizationAllowZeroSkillLevel option value is set to `true` and the skill level for agents is changed in Genesys Administrator several times within a 10-seconds interval, they will be ignored during real-time synchronization. The skill level will be synchronized during full synchronization.

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# SynchronizationTimeout

**Default Value:** 0
**Valid Values:** Any positive integer.
**Changes Take Effect:** Immediately
**Dependencies:** None
**Introduced:** 8.5.100.24
**Modified:** 8.5.211.00

Specifies the time period (in minutes) between full synchronization processes.

If this value is set to `0`, WFM Server performs full synchronization on startup. Thereafter, WFM Server performs real-time synchronization only.

The level of synchronization started by the timeout setting is determined by the SynchronizationLevel option . Here are some examples:

- **SynchronizationLevel** = 2
  **SynchronizationTimeout = 0**
  **WFM Server performs full synchronization on startup. Thereafter, WFM Server performs real-time synchronization only.**

- **SynchronizationLevel** = 1
  **SynchronizationTimeout = 300**
  **WFM Server performs full synchronization (except time zones and skills) on startup and then, full synchronization (except time zones and skills) every 5 hours. In between full synchronizations, WFM Server performs real-time synchronization (except time zones and skills). This configuration affects only those agents that are assigned to sites in which this WFM Server is configured for synchronization.**

- **SynchronizationLevel** = 0
  **SynchronizationTimeout = 300**
  **WFM Server does not perform synchronization. In this case, WFM ignores the SynchronizationTimeout option.**