GENESYS

Workforce Management

ScheduleService Section

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AgentScheduleRollback

Default Value: 1
Valid Values: 0, 1, 2
Changes Take Effect: Immediately
Introduced: 8.5.220.15

Specifies whether or not an agent can roll back their schedule changes. The possible values are:

- 0 - The agents are not allowed to roll back approved schedule changes.

- 1 - The agents are allowed to roll back their schedule changes.

- 2 - The agents are allowed to roll back their schedule changes except for the approved overtime.

Important

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.

AutoCleanupTimeout

Default Value: 0 (disabled)
Valid Values: Any positive integer, 0
Changes Take Effect: Immediately
Dependencies: None

Specifies whether or not WFM Server performs automatic schedule cleanup for terminated agents, and specifies the time interval (in minutes) within which cleanup is done.

For example, setting this option value to 60 specifies that WFM Server automatically cleans up the schedules of terminated agents every 60 minutes. Setting the value to 0 disables automatic schedule cleanup by WFM Server.

Special Handling for Terminated Agents—The schedules of terminated agents will be deleted from the Master Schedule only for dates that occur on or after the agents' termination dates.

Each running WFM Server cleans up terminated agent schedules only for those sites that are assigned to this particular server in the **Organization** > **Sites** > **Properties** section of WFM Web. If the server has no specific sites assigned to it, it will clean up all sites when automatic cleanup is enabled.

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.

CacheLifespan

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

Specifies the length of time (in hours) that data remains in the Schedule cache without being accessed. When this time period expires, the data is dropped from the cache.

A null value means the size is unlimited.

CachePreloadDayChunks

Default Value: No default value
Valid Values: Any positive integer.
Changes Take Effect: Immediately
Dependencies: MinCacheSize

Specifies the chunk of days WFM loads when performing a schedule cache preload.

A null value means 14 days.

CachePreloadMaxDays

Default Value: No default value
Valid Values: Any positive integer.
Changes Take Effect: Immediately
Dependencies: MinCacheSize

Specifies the number of days WFM preloads, starting from the current date.

WFM stops the preload if it reaches the value set in the MinCacheSize.

A `null` value means 365 days.

CachePreloadTimeout

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

Specifies the amount of time WFM allows for preloading of data in the cache.

Data is preloaded up to the amount specified in MinCacheSize.

A `null` value means 180 minutes.

MaxAuditReports

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

Specifies the number of Audit reports that can be built at one time.

The recommended value for this option is 1. If you request a number of reports greater than the number specified in this option, the additional reports go into a queue.

> ### 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.

MaxCacheSize

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

Specifies the maximum size of the Schedule cache, in megabytes (MB).

MaxScenarioCacheSize

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

Specifies the maximum size of the Schedule Scenario cache, in megabytes (MB).

MinCacheSize

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

Specifies the minimum size of the Schedule cache, in megabytes (MB).

The cache is preloaded up to the minimum size.

OvertimeMode

Default Value: 0
Valid Values: 0,1
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.219.17

Enables the ability to accommodate added overtime for a scheduled shift substitution by preserving the paid hours of the original shift plus any added overtime.

When this option is set to 1, overtime mode is enabled. WFM ensures that any overtime related shift substitutions always preserve paid hours of the original shift plus added overtime.

First, WFM tries to find the shift that can accommodate added overtime and also complies with all shift and shift items constraints. If such a shift is found, then WFM also reschedules all shift items.

If such a shift could not be found, or if the selected shift cannot maintain the paid hours of the original shift, then WFM reverts back to the original shift with the existing shift items and only adds the requested overtime. Some of the shift constraints are then relaxed in order to not disqualify the

overtime.

When this option is set to 0, this mode is disabled, and WFM may select a shift with different paid hours than the original shift.

ProcessOvertimeTimeout

Default Value: 0
Valid Values: Any positive integer
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.212

Specifies the timeout or interval between overtime bidding processes.

For example, if this option value is set to 1 (minimum acceptable value), automatic processing is enabled and bids in the queue are processed every minute. If this option value is set to 0, automatic processing of overtime bids is disabled.

RestoreMode

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.210

Specifies the schedule that will be restored from the Schedule Audit log when an existing full-day Time-Off or Exception schedule is deleted.

If this option value is set to 0 (default), WFM restores the **Baseline Schedule** from the log. If its value is set to 1, WFM restores the **Most Recent Schedule**.

If this option is not specified, the current functionality is maintained.

SplitCoverage

Default Value: true
Valid Values: true or 1, false or 0
Changes Take Effect: Immediately
Dependencies: SplitMode and SplitMS

Specifies whether schedule coverage should be reported in fractional units in views and reports that include this metric.

The possible values are:

- `false` or `0`—Split coverage is not reported in fractional units, and the SplitMode configuration option is ignored. For example, the agent is covering one activity per timestep.

- `true` or `1`—Split coverage is reported in fractional units, and the SplitMode option is applied. For example, if an agent is scheduled to cover three activities during a 15-minute interval, he will count 0.33 toward the coverage of each activity. The agent's split coverage might not be always 0.33. It could be 0.2, 0.8, or any other percentage, depending on the forecast staffing requirement, but the sum is always equal to 1 for the 15-minute timestep.

> **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.

SplitMode

Default Value: 0
Valid Values: 0, 1, 2
Changes Take Effect: Immediately
Dependencies: SplitCoverage and SplitMS

This option becomes affective only when the SplitCoverage configuration option is set to `true`.

The three possible values determine the functionality of this feature, as follows:

- `0`—The coverage split is calculated when the schedule is built or modified, and is stored along with the schedule. This means that the coverage split does not change if you change the activity forecast staffing requirement after the schedule is built. (You would have to rebuild the schedule to have any effect on the coverage split.) Fractional coverage is not available for legacy schedules.

> **Tip**
>
> The term legacy schedule refers to a schedule that was built with an older version of WFM in which split coverage was not yet implemented.

- `1`—The coverage split is calculated when the schedule is built, and is stored along with the schedule. This setting is similar to SplitMode = 0. However, if you have a legacy schedule or a schedule created with SplitCoverage = `false`, there is no coverage split stored within the schedule. The fractional coverage is recalculated dynamically for that schedule only.
- `2`—The coverage split is always calculated dynamically for all new and legacy schedules. If you change the activity forecast staffing requirement after the schedule is built, the coverage split is adjusted dynamically. This mode should not be used in production environments unless it is suggested by Genesys, because it could have severe performance impact on WFM Server operations

> **Important**

Genesys recommends you set the SplitMode option value to 0 in most environments (in which there are no legacy schedules that require editing with split coverage considerations).

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.

SplitMS

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: SplitMode and SplitCoverage

Specifies whether or not WFM uses multi-skill splitting of schedule coverage.

If this option value is set to `true`, the coverage split in WFM Web is dynamically adjusted to maximize multi-skill performance gain. It works on top of the obtained coverage.

If the SplitCoverage option is set to `false`, then the SplitMS option is ignored.

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.

TradePreprocessingEnabled

Default Value: false
Valid Values: true, false
Changes Take Effect:
Dependencies: None
Introduced: 8.5.207

Specifies whether or not an external module is used to review schedule trades.

If this option value is set to `true`, an external module is used to auto-approve schedule trades. If this option value is set to the default `false` WFM auto-approves schedule trades.

Tip

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