GENESYS™

Workforce Management

Genesys Configuration Options Current

1/25/2024

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Workforce Management Options Reference

Welcome to the Options Reference for Workforce Management. This document describes the configuration options for the following components of Workforce Management:

- Builder
- Daemon
- Data Aggregator
- Server
    - Server ETL
- Web

Configuring Options in Application Objects

When you initially create and configure your Workforce Management (WFM) component Application objects, the **Options** tab is created with default settings. To customize your applications, open the WFM component Application object in Genesys Administrator and adjust the settings as desired, using the descriptions in this Options Reference for guidance.

The settings you can configure in each WFM component Application **Options** tab control various features, such as logging, font styles and sizes for some applications, security settings such as whether to show agent salary information, whether to use reason codes, and many others. In many cases, the default setting will be the most appropriate for your environment. However, Genesys recommends that you review the available options to determine where customization might benefit your enterprise.

Valid Values for Configuration Options

When the valid values for an option are listed as `true` or `false`, you can also enter alternate values to achieve the same result. For example, you can enter the value `true` as yes or 1, and you can enter the value `false` as no or 0.

Important
When viewing WFM configuration options templates, you might see options beginning with **x-** (for example, **x-ScheduleLogPath**). Changing the default value of these options is *not* recommended, and should only be used in exceptions when troubleshooting is required, and with the assistance of a Genesys Customer Care representative.

Creating New Sections and Options

In some cases, configuration sections and options documented for this product are not included in the shipped version of the templates. Many users will not need these sections or options but if you do, create them using the following procedures:

Procedure: Creating a New Section

Purpose: To add a new section, which will contain at least one option, to the WFM database.
Prerequisite: The WFM software application template and database must allow this section.

Start of Procedure

1. On the **Options** tab, click the **New** icon or right-click in an empty area and select **New**.
   The Add Section dialog box appears.

2. Enter the appropriate section name.

3. Click **OK**.

4. Save your work.
   You can now create new options in this section.

End of Procedure

Procedure: Creating a New Option

Purpose: To add a new option to the WFM database.
Prerequisite: The WFM software application template and database must allow this option.

Start of Procedure

1. On the appropriate section pane, click the **New** icon or right-click in an empty spot and select **New**.
   The Edit Option dialog box appears.

2. Enter the option name and the value for the new option.

3. Click **OK**.

4. Save your work.

5. Perform the actions (if any) that are required to activate the option.

End of Procedure

Builder

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

- auth
- Client
- Identity
- Log
- Options
- Server
- trace

> ## 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
auth	provider	wfm	After restart
Client	CfgServerRequestTimeout	15	Immediately
Client	SOAPTimeout	120	Immediately
Identity	ApplicationType	WFMBuilder	Immediately
Log	all	stdout	Immediately
Log	buffering	false	Immediately
Log	debug	" " (string)	Immediately
Log	expire	false	Immediately
Log	keep-startup-file	false	After restart
Log	messagefile	wfmbuilder.lms	Immediately
Log	segment	false	Immediately
Log	standard	stdout	Immediately
Log	trace	" " (string)	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Builder

Section	Option	Default	Changes Take Effect
Log	verbose	standard	Immediately
Log	x-json-log	"" (empty string)	After restart
Log	x-json-log.archive	No default value	After restart
Log	x-json-log.compress	No default value	After restart
Log	x-json-log.flush	true	After restart
Log	x-json-log.MaxLogRecordSize	-1	After restart
Log	x-json-log.purgeAge	"" (empty string)	After restart
Log	x-json-log.purgeCount	"" (empty string)	After restart
Log	x-json-log.rotateOnOpen	false	After restart
Log	x-json-log.rotation	no default value	After restart
Log	x-json-log.times	No default value	After restart
Log	x-ScheduleBuilderProgressTrace	false	Immediately
Log	x-ScheduleBuilderTrace	false	Immediately
Log	x-ScheduleLogPath	" " (string)	Immediately
Log	x-ScheduleMaxLogs	1000	Immediately
Log	x-SwordTrace	false	Immediately
Options	EnableTOoverlap	false	Immediately
Options	LimitOpenHoursByRequirement	False	Immediately
Options	MaxSchedulingThreadPoolSize	0	Immediately
Options	MultiSiteActivitiesEnabled	false	Immediately
Options	NameOrder	1	Immediately
Options	PreserveMarkedTime	false	Immediately
Options	Special100ShiftCheck	false	Immediately
Server	management-port	None	After restart
trace	exporter-ostream-enable	false	After restart
trace	exporter.otlp_grpc.enable	false	After restart
trace	exporter.otlp_grpc.endpoint	http://localhost:4317	After restart
trace	exporter.otlp_grpc.ssl_credentials_cacert_as_string	""	After restart
trace	exporter.otlp_grpc.ssl_credentials_cacert_path	""	After restart
trace	exporter.otlp_grpc.timeout	10s	After restart
trace	exporter.otlp_grpc.use_ssl_credentials	false	After restart
Section	Option	Default	Changes Take Effect

auth Section

- provider

provider

Default Value: wfm
Valid Values: " ", wfm
Changes Take Effect: After restart
Dependencies: See Important note in this option
Introduced: 8.5.214.07

Specifies the provider that performs WFM user authentication.

If this option value is set to:

- " " (empty string)—WFM Server SOAP API authenticates WFM users.

- wfm—WFM Server REST API (on-premises) authenticates WFM users.

> ### Important
> If this option is set in one WFM Application, it must be set in all of them (WFM Web, WFM Server, WFM Builder, WFM Data Aggregator).

Log Section

- all
- buffering
- debug
- expire
- keep-startup-file
- messagefile
- segment
- standard
- trace

- verbose
- x-json-log
- x-json-log.archive
- x-json-log.compress
- x-json-log.flush
- x-json-log.MaxLogRecordSize
- x-json-log.purgeAge
- x-json-log.purgeCount
- x-json-log.rotateOnOpen

- x-json-log.rotation
- x-json-log.times
- x-ScheduleBuilderProgressTrace
- x-ScheduleBuilderTrace
- x-ScheduleLogPath
- x-ScheduleMaxLogs
- x-SwordTrace

all

Default Value: stdout
Valid Values: stdout, stderr, network, memory [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type that applications send for log events of all levels (Standard, Trace, and Debug).

The log output types must be separated by a comma when more than one output is configured. For example: `all = stdout, logfile`.

The output types are described as follows:

- `stdout`—Log events are sent to the Standard output.
- `stderr`—Log events are sent to the Standard error output.
- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the all log level option to the network output enables applications to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server, nor stored in the Log database.
- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

> ### Warning
>
> Do not use the option value network unless requested to do so by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

buffering

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

This option is mandatory.

Specifies whether operating system file buffering is enabled or disabled. The option is applicable only to the stderr and stdout output types.

Setting this option to true enables buffering and increases the output performance. Setting this option to false disables buffering.

When buffering is enabled, there might be a delay before log messages appear at the console.

debug

Default Value: " " (string)
Valid Values: stdout, stderr, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type that applications send for log events of the Debug level and higher (that is, Standard, Interaction, Trace, and Debug levels).

The log output types must be separated by a comma when more than one output is configured. For example: debug = stderr, /usr/local/genesys/logfile.

Debug-level log events are never sent to Message Server or stored in the Log database.

The output types are described as follows:

- stdout—Log events are sent to the Standard output.

- stderr—Log events are sent to the Standard error output (stderr).

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

expire

Default Value: false
Valid Values: false, [number], [number] file, [number] day
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not log files expire and if they do, sets the expiration mode for old segments and the maximum number of files (segments) or days before the files are removed. The number stored cannot be:

- Less than 1 file or 1 day

- More than 100 files or 100 days.

Setting this option value to `false` indicates that files do not expire. This option is ignored if the log output is not configured to be sent to a log file.

> **Tip**
>
> If you set this option value incorrectly (out of the range of valid values) WFM automatically resets it to 10.

The valid values are described as follows:

- `false`—No expiration; all generated segments are stored.

- `[number]` or `[number] file`—Sets the maximum number of log files to store. Specify a number from 1-100.

- `[number] day`—Sets the maximum number of days before log files are deleted. Specify a number from 1-100.

keep-startup-file

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: None
Introduced: 8.5.210

Specifies whether WFM Builder keeps or deletes a startup segment of the log containing the initial configuration options when it reaches the value in the expire option.

If this option value is set to `false`, WFM Builder does not keep the startup segment of the log.

If this option value is set to true, WFM Builder keeps a startup segment of the log. The size of the segment equals the value of the segment option. The value <number> KB (kilobytes) or <number> MB (megabytes) sets the maximum size for a startup segment of the log.

If this option value is set to `true`, the size of the initial segment is equal to the size of the regular log segment, as defined by the segment option. The value of this option is ignored if segmentation is turned off (that is, if the segment option value is set to `false`).

messagefile

Default Value: wfmbuilder.lms
Valid Values: wfmbuilder.lms
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the name of the input file that stores application-specific log or error messages that might be generated when WFM Builder communicates with other Genesys components.

The only valid value is `wfmbuilder.lms`.

segment

Default Value: false
Valid Values: false, [number], [number] KB, [number] MB, [number] hr
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not there is a segmentation limit for a log file and if there is, sets the increment (KB, MB, or hours) and maximum size for the log file segment. The number cannot be less than 100 KB or one hour.

If this option value is set to `false` the log file is not segmented. If the current log segment exceeds the size set by this option, WFM Builder closes the file and creates a new one. If the log output is not configured to be sent to a log file, WFM Builder ignores this option.

The valid values are described, as follows:

- `false`—No segmentation is allowed.
- `[number]` or `[number] KB`—Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
- `[number] MB`—Sets the maximum segment size, in megabytes.

- [number] hr—Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

standard

Default Value: stdout
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type of which applications will send the log events of the Standard level. For centralized logging, set this option value to network. You can also use a local file name or stdout.

The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network

The valid values are described, as follows:

- stdout—Log events are sent to the Standard output.

- stderr—Log events are sent to the Standard error output.

- network—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the **all** log level option to the network output enables an application to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server nor stored in the Log database.

- memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

trace

Default Value: " " (string)
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the output type to which applications send Trace and Standard level log events. For centralized logging, set this option value to network. You can also use a local file name or stdout.

Log outputs must be separated by a comma when more than one output is configured. For example, trace = stderr, network.

The valid values are described, as follows:

- stdout—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output.

- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the **all** log level option to the `network` output enables an application to send log events of the Standard and Trace levels to Message Server. Debug level log events are neither sent to Message Server nor stored in the Log database.

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

> ### Warning
> Do not use the option value `network` unless requested to do so by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

verbose

Default Value: standard
Valid Values: all, debug, trace, standard, none, yes (= all), no (= none)
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not a log output is created and if it is, sets the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Trace, and Debug.

The valid values are described, as follows:

- `all`—All log events (that is, Standard, Trace, and Debug levels) are generated.

- `debug`—The same as all.

- `trace`—Log events of the Trace level and higher (that is, Standard, and Trace levels) are generated, but log events of the Debug level are not generated.

- `standard`—Log events of the Standard level are generated, but log events of the Trace, and Debug levels are not generated.

- `none`—No output is produced.

x-json-log

Default Value: "" (empty string)
Valid Values: stdout, stderr, [filename with or without path]
Changes Take Effect: After restart

Introduced: 8.5.220.02

Enables the JSON logging for WFM servers, if not empty.

WFM now supports structured logging to the file containing one-line log records formatted in JSON format. This facilitates easy integration with the centralized log aggregation and viewing systems, like Grafana/Loki.

> ## Important
>
> The log level for structured logging is the same as for logging to a file and is defined by a regular verbose option.

> ## Important
>
> All **x-json-log** configuration options are not included in the application template. You can configure them manually.

Sample Configuration

```
[Log]
x-json-log = c:\logs\structured-log.log
x-json-log.rotation = 10 M
x-json-log.archive = timestamp
x-json-log.purgeCount = 10
x-json-log.purgeAge = 30 days
x-json-log.rotateOnOpen = true
x-json-log.compress = true
x-json-log.times = local
x-json-log.flush = false
```

x-json-log.archive

Default Value: No default value
Valid Values: number, timestamp
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.02

The log file's archive mode.

Using the **archive** property, it is possible to specify how archived log files are named. The following values for the **archive** property are supported:

- `number`: A number, starting with 0, is appended to the name of archived log files. The most recent archived log file always has the number 0. For example, if the log file is named *access.log*, and if it fulfils the rotation criteria, the file is renamed to *access.log.0*. If a file named *access.log.0* already

exists, it is renamed to *access.log.1*.

- `timestamp`: A timestamp is appended to the log file name. For example, if the log file is named *access.log*, and it fulfils the criteria for rotation, the file is renamed to **access.log.20050802110300**.

x-json-log.compress

Default Value: No default value
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.02

Enable or disable compression of archived files. Archived log files can be compressed using the gzip compression method. Compressing can be controlled with the **compress** property.

The following values are supported:

- `true`: Compress archived log files.

- `false`: Do not compress archived log files.

x-json-log.flush

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.02

Specifies whether messages are immediately flushed to the log file. Valid values are:

- `true`: Every message is immediately flushed to the log file (which may hurt application performance but ensures that everything is in the log if there is a system crash).

- `false`: Messages are not immediately flushed to the log file and stay in the system file buffer for some time.

x-json-log.MaxLogRecordSize

Default Value: -1
Valid Values: any integer
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.02

Contains the maximum size in bytes for logging records.

The default value is -1 which means unlimited, but that is only if the logging level is "all" or "debug". If the logging level is "trace" or "standard" then the default value is 10000 - that is because Genesys

log library does not accept messages larger than 10000 when the logging level is "trace" or "standard".

x-json-log.purgeAge

Default Value: "" (empty string)
Valid Values:
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.02

Maximum age of an archived log file before it is purged. Archived log files can be automatically purged, either if they reach a certain age, or if the number of archived log files reaches a given maximum number. This is controlled by the **purgeAge** and x-json-log.purgeCount properties. The **purgeAge** property can have the following values:

- `<n> [seconds]`: The maximum age is <n> seconds.
- `<n> minutes`: the maximum age is <n> minutes.
- `<n> hours`: The maximum age is <n> hours.
- `<n> days`: The maximum age is <n> days.
- `<n> weeks`: The maximum age is <n> weeks.
- `<n> months`: The maximum age is <n> months, where a month has 30 days.

x-json-log.purgeCount

Default Value: "" (empty string)
Valid Values: integer, none
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.02

Maximum number of archived log files before it is purged. The **purgeCount** property has an integer value that specifies the maximum number of archived log files. If the number is exceeded, archived log files are deleted, starting with the oldest. When *none* or empty string are supplied, they reset **purgeCount** to none (no purging).

x-json-log.rotateOnOpen

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.02

Specifies whether an existing log file should be rotated and archived when the file is opened. Valid values are:

- `true`: The log file is rotated (and archived) when the channel is opened.

- `false`: (Default value) Log messages will be appended to an existing log file if the file exists (unless other conditions for a rotation are met).

x-json-log.rotation

Default Value: no default value
Valid Values:
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.02

The log file's rotation strategy. Possible values:

- `never`: No log rotation

- `[day,][hh]:mm`: The file is rotated on specified day/time

    - day - Day is specified as a long day name (Monday, Tuesday,...) or short day name (Mon, Tue,...)

        - day can be omitted and when omitted, the log is rotated every day.

    - hh - Valid hour range is 00-23.

        - hour can be omitted, in which case log is rotated every hour.

    - mm - Valid minute range is 00-59.

        - minute must be specified.

- `daily`: The file is rotated daily.

- `weekly`: The file is rotated every seven days.

- `monthly`: The file is rotated every 30 days.

- `<n> minutes`: The file is rotated every <n> minutes, where <n> is an integer greater than zero.

- `<n> hours`: The file is rotated every <n> hours, where <n> is an integer greater than zero.

- `<n> days`: The file is rotated every <n> days, where <n> is an integer greater than zero.

- `<n> weeks`: The file is rotated every <n> weeks, where <n> is an integer greater than zero.

- `<n> months`: The file is rotated every <n> months, where <n> is an integer greater than zero and a month has 30 days.

- `<n>`: The file is rotated when its size exceeds <n> bytes.

- `<n> K`: The file is rotated when its size exceeds <n> Kilobytes.

- `<n> M`: The file is rotated when its size exceeds <n> Megabytes.

Important

For periodic log file rotations (daily, weekly, monthly, etc.), the date and time of log file creation or last rotation are written to the first line of the log file.

x-json-log.times

Default Value: No default value
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.02

Enable or disable compression of archived files. Archived log files can be compressed using the gzip compression method. Compressing can be controlled with the **compress** property.

The following values are supported:

- `true`: Compress archived log files.

- `false`: Do not compress archived log files.

x-ScheduleBuilderProgressTrace

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

Enables or disables the logging of schedule progress in the log file.

Used for troubleshooting

x-ScheduleBuilderTrace

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: x-ScheduleLogPath

Specifies whether or not WFM Builder writes scheduling data, output data, and messages to the Schedule log file.

When this option is enabled (value is set to `true`), you must specify a Schedule log path. One log file is created for every schedule build.

Used for Schedule debugging only.

x-ScheduleLogPath

Default Value: " " (string)
Valid Values: Path to Schedule log directory
Changes Take Effect: Immediately
Dependencies: None

Specifies the output path or directory into which WFM Builder writes the file containing Schedule log data and messages, if schedule logging is enabled. If the path is not specified, WFM uses the existng executable folder.

Use this option for Schedule debugging only.

x-ScheduleMaxLogs

Default Value: 1000
Valid Values: 1 - 1000
Changes Take Effect: Immediately
Dependencies: x-ScheduleLogPath

Specifies the maximum number of Schedule log files (or pairs, if the x-SwordTrace option value is also set to yes) to retain the folder specified in the x-ScheduleLogPath option.

When the maximum number of files is reached, WFM Builder deletes files as necessary, to stay within the limit, starting with the oldest file.

x-SwordTrace

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: x-ScheduleLogPath

Specifies whether or not the scheduling algorithm output messages are written to the Schedule log.

Use this option for Schedule debugging only.

Options Section

- EnableTOoverlap
- LimitOpenHoursByRequirement
- MaxSchedulingThreadPoolSize
- MultiSiteActivitiesEnabled
- NameOrder
- PreserveMarkedTime
- Special100ShiftCheck

EnableTOoverlap

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.003.18

Specifies whether WFM Builder allows breaks and meals to be scheduled during part-day paid time-off.

When this option value is set to `true`, WFM Builder allows breaks and meals to be scheduled during part-day paid time-off. When set to `false`, WFM Builder does not allow breaks and meals to be scheduled during part-day paid time-off.

> **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.

LimitOpenHoursByRequirement

Default Value: False
Valid Values: True, False
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.212.11

Specifies how WFM Builder schedules coverage for periods when an activity has staffing forecast.

If the option value is set to `true`, WFM Builder schedules coverage only for periods when an activity is forecast. If this option value is set to `false`, WFM Builder builds schedules based on activity open hours, regardless of the presence or absence of staffing requirement.

> **Tip**
>
> This option is not included in the template by default. You must create it yourself.
>
> If this option is not set, WFM Builder builds schedules based on activity open hours, regardless of the presence or absence of staffing requirement.
>
> For instructions about how to create new options, see Creating New Configuration Sections and Options.

MaxSchedulingThreadPoolSize

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

Specifies a limit for the maximum number of CPU cores that WFM Builder will use when scheduling multi-site schedule scenarios.

If the value is missing or is set to anything less than 1, WFM Builder will use the maximum number of available CPU cores for its (scheduling) processes. The number of CPU cores that WFM Builder might use depends on the number of sites that are in the Schedule Scenario.

WFM Builder can schedule a multi-site scenario, using a separate CPU core for each site. If there are ten sites in the Schedule Scenario, then Builder can use ten CPU cores for scheduling.

MultiSiteActivitiesEnabled

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

When configuring multi-site activities, specifies that Builder will use multi-site staffing requirements when building multi-site schedule scenarios. If this option value is set to `true` WFM Builder uses the staffing requirements of multi-site activities. If the value is set to `false` WFM Builder uses the staffing requirements of related-site activities.

NameOrder

Default Value: 1
Valid Values: 1, 2, 3

Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies how WFM Builder presents agent names in warning and error messages. If this option is set to:

- 1—First name is presented first.
- 2—Last name is presented first.
- 3—Last name is presented first and is separated from first name with a comma.

PreserveMarkedTime

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

Specifies whether or not agent days that have marked time are excluded from Intra-Day reoptimization.

If this option is set to `true` agent days that have Marked Time are excluded from Intra-Day reoptimization. If set to `false` (or empty), agent days that have Marked Time are included in Intra-Day reoptimization.

Special100ShiftCheck

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: None
Discontinued: 8.1.3

Specifies the shift limit for WFM Builder.

If the option value is set to `true`, the shift limit is 100 shifts. If set to `false` (or empty) the shift limit is 500 shifts.

> ## Important
> WFM displays Error 43 if your configuration violates the current shift limit.

Identity Section

- ApplicationType

ApplicationType

Default Value: WFMBuilder
Valid Values: WFMBuilder
Changes Take Effect: Immediately
Dependencies: None
Discontinued: 8.1.3

> **Tip**
> This option is removed from the template and no longer used.

Specifies the Workforce Management component for this application.

Configure this option only if you are using an application of type **ThirdPartyServer**.

(Optional in Framework 8.x environments.)

Client Section

- CfgServerRequestTimeout
- SOAPTimeout

CfgServerRequestTimeout

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

This option is mandatory.

Specifies the number of seconds to wait for a response from Configuration Server before timing out.

Use this option when requesting a list of objects from Configuration Server for synchronization purposes. Increase the value in configurations with a high number of objects or slow network connections.

SOAPTimeout

Default Value: 120
Valid Values: Any positive integer
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the SOAP connection timeout, in seconds.

Server Section

- management-port

management-port

Default Value: None
Valid Values: Any positive integer
Changes Take Effect: After restart
Dependencies: None
Introduced: 8.5.219.05

The management port can be optionally used for the internal consumption of observability-related Prometheus-based metrics, for monitoring tools, and dashboards like in Grafana.

> ### Important
> The management port is unsecured and is intended for internal use only. For more information, see Using WFM Prometheus metrics for monitoring & troubleshooting section in the WFM administrator's guide.

trace Section

WFM now fully supports distributed tracing of the HTTP requests using Open Telemetry protocol (OTLP). All HTTP requests now propagate OTLP tracing headers. The corresponding request trace_id and span_id are also logged in the logs for tracking and integration purposes. All WFM backend servers can also be configured to export traces via OTLP gRPC exporter. This facilitates easy integration with the distributed tracing collection and visualization systems, like Grafana/Tempo.

The OTLP gRPC trace exporter can optionally be enabled by setting the application option exporter.otlp_grpc.enable to `true`.

- exporter-ostream-enable
- exporter.otlp_grpc.enable
- exporter.otlp_grpc.endpoint

- exporter.otlp_grpc.ssl_credentials_cacert_as_string
- exporter.otlp_grpc.ssl_credentials_cacert_path
- exporter.otlp_grpc.timeout

- exporter.otlp_grpc.use_ssl_credentials

exporter-ostream-enable

Default Value: false
Valid Values: false, true
Changes Take Effect: After restart
Introduced: 8.5.220

Enables or disables a trace exporter to the logs in a human-readable format for debugging purposes.

exporter.otlp_grpc.enable

Default Value: false
Valid Values: false, true
Changes Take Effect: After restart
Introduced: 8.5.220

Enables or disables the OTLP gRPC trace exporter.

The OTLP gRPC exported connection information can be configured by either setting environment variables as described at OpenTelemetry Protocol Exporter or by setting the corresponding exporter.otlp_grpc application options.

exporter.otlp_grpc.endpoint

Default Value: http://localhost:4317
Valid Values: any valid URL to OTLP gRPC exporter
Changes Take Effect: After restart
Introduced: 8.5.220

Specifies the target to which the exporter is going to send trace spans.

exporter.otlp_grpc.ssl_credentials_cacert_as_string

Default Value: ""
Valid Values: any valid path (string)
Changes Take Effect: After restart
Introduced: 8.5.220

Specifies the trusted certificate as a string to use when verifying a server's TLS credentials. Could be used instead of the exporter.otlp_grpc.ssl_credentials_cacert_path option. Should only be used for a secure connection.

exporter.otlp_grpc.ssl_credentials_cacert_path

Default Value: ""
Valid Values: any valid path (string)
Changes Take Effect: After restart
Introduced: 8.5.220

Specifies the path to the trusted certificate to use when verifying a server's TLS credentials. Should only be used for a secure connection.

exporter.otlp_grpc.timeout

Default Value: 10s
Valid Values: <n>s, <n>m
Changes Take Effect: After restart
Introduced: 8.5.220

Specifies the maximum time the OTLP exporter will wait for each batch export.

exporter.otlp_grpc.use_ssl_credentials

Default Value: false
Valid Values: false, true
Changes Take Effect: After restart
Introduced: 8.5.220

Enables or disables using the SSL credentials in connection with the OTLP gRPC trace exporter.

Daemon

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

- Client
- Identity
- Log

- Options
- Server
- SMTP

> **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
Client	SOAPTimeout	60	After restart
Identity	ApplicationType	WFMDaemon	Immediately
Log	all	" " (string)	Immediately
Log	buffering	false	Immediately
Log	debug	" " (string)	Immediately
Log	expire	false	Immediately
Log	extended	false	Immediately
Log	segment	false	Immediately
Log	standard	stdout	Immediately
Log	trace	" " (string)	Immediately
Log	verbose	standard	Immediately
Options	CharSet	No default value	Immediately
Options	NameOrder	1	Immediately
Options	pollTimer	1	After restart
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
Options	ReportGenerationTimeout	120	After restart
Options	TrackAhead	0	After restart
Options	TrackBack	0	After restart
Server	management-port	None	After restart
SMTP	AnonymousAccess	false	Immediately
SMTP	connectiontimeout	60 seconds	Immediately
SMTP	fromAddress	" " (string)	Immediately
SMTP	Host	" " (string)	Immediately
SMTP	Password	" " (string)	Immediately
SMTP	Port	25	Immediately
SMTP	timeout	60 seconds	Immediately
SMTP	User	" " (string)	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Log Section

- all
- buffering
- debug

- expire
- extended
- segment

- standard
- trace
- verbose

all

Default Value: " " (string)
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type that applications send for log events of all levels (Standard, Trace, and Debug). The log output types must be separated by a comma when more than one output is configured. For example: `all = stdout, logfile`.

The output types are described as follows:

- `stdout`—Log events are sent to the Standard output.
- `stderr`—Log events are sent to the Standard error output.
- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the all log level option to the network output enables applications to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server, nor stored in the Log database.
- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Warning
Do not use the option value `network` unless requested to do so by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

buffering

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

This option is mandatory.

Specifies whether operating system file buffering is enabled or disabled. The option is applicable only to the `stderr` and `stdout` output types.

Setting this option to `true` enables buffering and increases the output performance. When buffering is enabled, there might be a delay before log messages appear at the console. Setting this option to `false` disables buffering.

debug

Default Value: " " (string)
Valid Values: stdout, stderr, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type that applications send for log events of the Debug level and higher (that is, Standard, Interaction, Trace, and Debug levels). The log output types must be separated by a comma when more than one output is configured. For example: debug = `stderr, /usr/local/genesys/logfile`.

Debug-level log events are never sent to Message Server or stored in the Log database.

The output types are described as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output (stderr).

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

expire

Default Value: false
Valid Values: false, [number], [number] file, [number] day
Changes Take Effect: Immediately

Dependencies: None

This option is mandatory.

Specifies whether or not log files expire and if they do, sets the expiration mode for old segments and the maximum number of files (segments) or days before the files are removed. The number stored cannot be:

- Less than 1 file or 1 day
- More than 100 files or 100 days.

Setting this option value to `false` indicates that files do not expire. This option is ignored if the log output is not configured to be sent to a log file.

> **Tip**
>
> If you set this option value incorrectly (out of the range of valid values) WFM automatically resets it to 10.

The valid values are described as follows:

- `false`—No expiration; all generated segments are stored.
- `[number]` or `[number] file`—Sets the maximum number of log files to store. Specify a number from 1-100.
- `[number] day`—Sets the maximum number of days before log files are deleted. Specify a number from 1-100.

extended

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: none
Introduced: 8.5.216.07

Specifies whether or not WFM enables additional log messages related to session creation, notifications, and reporting.

Set this option value to `true` to enable additional log messages.

segment

Default Value: false
Valid Values: false, [number], [number] KB, [number] MB, [number] hr
Changes Take Effect: Immediately

Dependencies: None

This option is mandatory.

Specifies whether or not there is a segmentation limit for a log file and if there is, sets the increment (KB, MB, or hours) and maximum size for the log file segment. The number cannot be less than 100 KB or one hour.

If this option value is set to `false` the log file is not segmented. If the current log segment exceeds the size set by this option, WFM Builder closes the file and creates a new one. WFM Builder ignores this option if the log output is not configured to be sent to a log file.

The valid values are described, as follows:

- `false`—No segmentation is allowed.
- `[number]` or `[number] KB`—Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
- `[number] MB`—Sets the maximum segment size, in megabytes.
- `[number] hr`—Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

standard

Default Value: stdout
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type of which applications will send the log events of the Standard level. For centralized logging, set this option value to `network`. You can also use a local file name or `stdout`.

The log output types must be separated by a comma when more than one output is configured. For example: `standard = stderr, network`

The valid values are described, as follows:

- `stdout`—Log events are sent to the Standard output.
- `stderr`—Log events are sent to the Standard error output.
- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the **all** log level option to the `network` output enables an application to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server nor stored in the Log database.
- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

trace

Default Value: " " (string)
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the output type to which applications send Trace and Standard level log events. For centralized logging, set this option value to `network`. You can also use a local file name or `stdout`.

Log outputs must be separated by a comma when more than one output is configured. For example, `trace = stderr, network`.

The valid values are described, as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output.

- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the **all** log level option to the `network` output enables an application to send log events of the Standard and Trace levels to Message Server. Debug level log events are neither sent to Message Server nor stored in the Log database.

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

> ### Warning
> Do not use the option value `network` unless requested to do so by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

verbose

Default Value: standard
Valid Values: all, debug, trace, standard, none, yes (= all), no (= none)
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not a log output is created and if it is, sets the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Trace, and Debug.

The valid values are described, as follows:

- `all`—All log events (that is, Standard, Trace, and Debug levels) are generated.

- debug—The same as all.

- `trace`—Log events of the Trace level and higher (that is, Standard, and Trace levels) are generated, but log events of the Debug level are not generated.

- `standard`—Log events of the Standard level are generated, but log events of the Trace, and Debug levels are not generated.

- none—No output is produced.

Options Section

- CharSet
- NameOrder

- pollTimer
- ReportGenerationTimeout

- TrackAhead
- TrackBack

CharSet

Default Value: No default value
Valid Values: Any standard character set value
Changes Take Effect: Immediately
Dependencies: None

Specifies the character set for Notifications. Set this option value if Notifications contain specific locale characters that are not presented correctly in the message when received. For example, enter `x-sjis` for the Japanese character set.

NameOrder

Default Value: 1
Valid Values: 1, 2, 3
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the order of first and last names when sending e-mail notifications.

- 1—First name is presented first.
- 2—Last name is presented first.
- 3—Last name is presented first and is separated from first name with a comma.

pollTimer

Default Value: 1
Valid Values: Any positive integer
Changes Take Effect: After restart
Dependencies: None

This option is mandatory.

Specifies how often (in minutes) WFM Daemon performs verification of data updates.

ReportGenerationTimeout

Default Value: 120
Valid Values: 1-1440
Changes Take Effect: After restart
Dependencies: None

Specifies the time (in minutes) after which a scheduled report task will be terminated, whether or not report is finished. Use this option to control how long scheduled report tasks can run.

TrackAhead

Default Value: 0
Valid Values: Any integer, positive or negative
Changes Take Effect: After restart
Dependencies: TrackBack

This option is mandatory.

Specifies the number of days in advance of the current date that WFM Daemon requests data from WFM Server. Relevant for any type of e-mail notification.

The value (specified in days) can be a negative number to specify any number of days in the past or a positive number to specify any number of days in the future.

If a value of 0 is specified for both **TrackAhead** and TrackBack options, WFM Daemon tracks data changes without date range limitations. If only one of these option values is set to 0, Daemon treats it as an indicator of the current day.

TrackBack

Default Value: 0
Valid Values: Any integer, positive or negative
Changes Take Effect: After restart
Dependencies: TrackAhead

This option is mandatory.

Specifies the number of days back from the current date that WFM Daemon requests data from WFM Server. Relevant for any type of e-mail notification.

The value (specified in days) can be a negative number to specify any number of days in the past or a positive number to specify any number of days in the future.

If a value of 0 is specified for both **TrackBack** and TrackAhead options, WFM Daemon tracks data changes without date range limitations. If only one of these option values is set to 0, Daemon treats it as an indicator of the current day.

Identity Section

- ApplicationType

ApplicationType

Default Value: WFMDaemon
Valid Values: WFMDaemon
Changes Take Effect: Immediately
Dependencies: None
Discontinued: 8.1.3

> ### Tip
> This option is removed from the template and no longer used.

Specifies the Workforce Management component for this application.

Configure this option only if you are using an application of type **ThirdPartyServer**.

(Optional in Framework 8.x environments.)

Client Section

- SOAPTimeout

SOAPTimeout

Default Value: 60
Valid Values: Any positive integer
Changes Take Effect: After restart
Dependencies: None

This option is mandatory.

Specifies the number of seconds to wait for a response from WFM Server before the connection times out.

SMTP Section

- AnonymousAccess
- connectiontimeout
- fromAddress
- Host
- Password
- Port
- timeout
- User

AnonymousAccess

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

Specifies whether or not WFM Daemon sends anonymous emails. If this option value is set to `true` WFM Daemon sends e-mails anonymously. If set to `false` WFM Daemon does not send e-mails anonymously.

connectiontimeout

Default Value: 60 seconds
Valid Values: Any positive integer
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.210.00

Specifies the time interval (in seconds) after which the connection between WFM Daemon and the SMTP server times out.

fromAddress

Default Value: " " (string)
Valid Values: Any valid e-mail address
Changes Take Effect: Immediately
Dependencies: None

Specifies the FROM e-mail address that is presented to users receiving notifications.

Host

Default Value: " " (string)
Valid Values: Any valid host name
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the host name of machine where the SMTP server is located.

Password

Default Value: " " (string)
Valid Values: Any valid password
Changes Take Effect: Immediately
Dependencies: None

Specifies the password that is used when connecting to the SMTP server. Set this option only if SMTP server requires connection authorization.

Port

Default Value: 25
Valid Values: Any positive integer
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the SMTP server port number.

timeout

Default Value: 60 seconds
Valid Values: Any positive integer
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.210.00

Specifies the time interval (in seconds) after which communication between WFM Daemon and the SMTP server times out.

User

Default Value: " " (string)
Valid Values: Any valid username

Changes Take Effect: Immediately
Dependencies: None

Specifies the username that is used to connect to the SMTP server. Set this option only if SMTP server requires connection authorization.

Server Section

- management-port

management-port

Default Value: None
Valid Values: Any positive integer
Changes Take Effect: After restart
Dependencies: None
Introduced: 8.5.219.20

The management port can be optionally used for the internal consumption of observability-related Prometheus-based metrics, for monitoring tools, and dashboards like in Grafana.

Important

The management port is unsecured and is intended for internal use only. For more information, see Using WFM Prometheus metrics for monitoring & troubleshooting section in the WFM administrator's guide.

Data Aggregator

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

- auth
- Client
- Identity
- Log
- Options
- Server
- trace

> ### 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
auth	provider	wfm	After restart
Client	CfgServerRequestTimeout	10	Immediately
Client	SOAPTimeout	90	Immediately
Identity	ApplicationType	WFMDataAggregator	Immediately
Log	all	" " (string)	Immediately
Log	buffering	false	Immediately
Log	debug	" " (string)	Immediately
Log	expire	false	Immediately
Log	keep-startup-file	false	After restart
Log	messagefile	wfmdataaggregator.lms	Immediately
Log	segment	false	Immediately
Log	standard	stdout	Immediately
Log	trace	" " (string)	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
Log	verbose	standard	Immediately
Log	x-DBWriterTrace	No default value	Immediately
Log	x-json-log	"" (empty string)	After restart
Log	x-json-log.archive	No default value	After restart
Log	x-json-log.compress	No default value	After restart
Log	x-json-log.flush	true	After restart
Log	x-json-log.MaxLogRecordSize	-1	After restart
Log	x-json-log.purgeAge	"" (empty string)	After restart
Log	x-json-log.purgeCount	"" (empty string)	After restart
Log	x-json-log.rotateOnOpen	false	After restart
Log	x-json-log.rotation	no default value	After restart
Log	x-json-log.times	utc	After restart
Log	x-LogAgentEventTrace	No default value	Immediately
Log	x-LogConfigServerConnectionTrace	No default value	Immediately
Log	x-LogConfigServerTrace	No default value	Immediately
Log	x-LogWFMServerTrace	No default value	Immediately
Options	DBDumpFile	No default value	Immediately
Options	HandleTimeWriteBack	No default value	Immediately
Options	MonitorStatThreadActivityTimeout	0	Immediately
Options	ReasonCodeKeyName	<ReasonCode>	Immediately
Options	ReasonCodeWaitTime	15	Immediately
Options	ScheduleLookAheadMinutes	No default value	Immediately
Options	SynchronizeUnassignedAgents	true	Immediately
Server	management-port	None	After restart
Server	OLEDB_Provider	SQLOLEDB	After restart
trace	exporter.ostream.enable	false	After restart
trace	exporter.otlp_grpc.enable	false	After restart
trace	exporter.otlp_grpc.endpoint	◈'"`UNIQ--nowiki-0000000B-QINU`"'◈	After restart
trace	exporter.otlp_grpc.ssl_credentials_cacert_as_string	""	After restart
trace	exporter.otlp_grpc.ssl_credentials_cacert_path	""	After restart
trace	exporter.otlp_grpc.timeout	10s	After restart
trace	exporter.otlp_grpc.use_ssl_credentials	false	After restart
Section	**Option**	**Default**	**Changes Take Effect**

auth Section

- provider

provider

Default Value: wfm
Valid Values: " ", wfm
Changes Take Effect: After restart
Dependencies: See Important note in this option
Introduced: 8.5.214.06

Specifies the provider that performs WFM user authentication.

If this option value is set to:

- " " (empty string)—WFM Server SOAP API authenticates WFM users.

- wfm—WFM Server REST API (on-premises) authenticates WFM users.

> ### Important
> If this option is set in one WFM Application, it must be set in all of them (WFM Web, WFM Server, WFM Builder, WFM Data Aggregator).

Log Section

- all
- buffering
- debug
- expire
- keep-startup-file
- messagefile
- segment
- standard
- trace

- verbose
- x-DBWriterTrace
- x-json-log
- x-json-log.archive
- x-json-log.compress
- x-json-log.flush
- x-json-log.MaxLogRecordSize
- x-json-log.purgeAge
- x-json-log.purgeCount

- x-json-log.rotateOnOpen
- x-json-log.rotation
- x-json-log.times
- x-LogAgentEventTrace
- x-LogConfigServerConnectionTrace
- x-LogConfigServerTrace
- x-LogWFMServerTrace

all

Default Value: " " (string)
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type that applications send for log events of all levels (Standard, Trace, and Debug). The log output types must be separated by a comma when more than one output is configured. For example: `all = stdout, logfile`.

The output types are described as follows:

- `stdout`—Log events are sent to the Standard output.
- `stderr`—Log events are sent to the Standard error output.
- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the all log level option to the network output enables applications to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server, nor stored in the Log database.
- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is

created in the application's working directory.

> ## Warning
>
> Do not use the option value `network` unless requested to do so by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

buffering

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

This option is mandatory.

Specifies whether operating system file buffering is enabled or disabled. The option is applicable only to the `stderr` and `stdout` output types.

Setting this option to `true` enables buffering and increases the output performance. When buffering is enabled, there might be a delay before log messages appear at the console. Setting this option to `false` disables buffering.

debug

Default Value: " " (string)
Valid Values: stdout, stderr, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type that applications send for log events of the Debug level and higher (that is, Standard, Interaction, Trace, and Debug levels).

The log output types must be separated by a comma when more than one output is configured. For example: debug = stderr, /usr/local/genesys/logfile.

Debug-level log events are never sent to Message Server or stored in the Log database.

The output types are described as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output (stderr).

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

expire

Default Value: false
Valid Values: false, [number], [number] file, [number] day
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not log files expire and if they do, sets the expiration mode for old segments and the maximum number of files (segments) or days before the files are removed. The number stored cannot be:

- Less than 1 file or 1 day

- More than 100 files or 100 days.

Setting this option value to `false` indicates that files do not expire. This option is ignored if the log output is not configured to be sent to a log file.

> **Tip**
>
> If you set this option value incorrectly (out of the range of valid values) WFM automatically resets it to 10.

The valid values are described as follows:

- `false`—No expiration; all generated segments are stored.

- [number] or [number] file—Sets the maximum number of log files to store. Specify a number from 1-100.

- [number] day—Sets the maximum number of days before log files are deleted. Specify a number from 1-100.

keep-startup-file

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: None
Introduced: 8.5.210

Specifies whether WFM Data Aggregator keeps or deletes a startup segment of the log containing the initial configuration options when it reaches the value in the expire option.

If this option value is set to `false`, WFM Data Aggregator does not keep the startup segment of the log.

If this option value is set to `true`, WFM Data Aggregator keeps a startup segment of the log. The size of the segment equals the value of the segment option. The value <number> KB (kilobytes) or <number> MB (megabytes) sets the maximum size for a startup segment of the log.

If this option value is set to `true`, the size of the initial segment is equal to the size of the regular log segment, as defined by the segment option. The value of this option is ignored if segmentation is turned off (that is, if the segment option value is set to `false`).

messagefile

Default Value: wfmdataaggregator.lms
Valid Values: wfmdataaggregator.lms
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the name of the input file that stores application-specific log or error messages that might be generated when WFM Builder communicates with other Genesys components. The only valid value is `wfmdataaggregator.lms`.

segment

Default Value: false
Valid Values: false, [number], [number] KB, [number] MB, [number] hr
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not there is a segmentation limit for a log file and if there is, sets the increment (KB, MB, or hours) and maximum size for the log file segment. The number cannot be less than 100 KB or one hour.

If this option value is set to `false` the log file is not segmented. If the current log segment exceeds the size set by this option, WFM Builder closes the file and creates a new one. WFM Builder ignores this option if the log output is not configured to be sent to a log file.

The valid values are described, as follows:

- `false`—No segmentation is allowed.
- `[number]` or `[number] KB`—Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
- `[number] MB`—Sets the maximum segment size, in megabytes.
- `[number] hr`—Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

standard

Default Value: stdout
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type of which applications will send the log events of the Standard level. For centralized logging, set this option value to `network`. You can also use a local file name or `stdout`.

The log output types must be separated by a comma when more than one output is configured. For example: `standard = stderr, network`

The valid values are described, as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output.

- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the **all** log level option to the `network` output enables an application to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server nor stored in the Log database.

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

trace

Default Value: " " (string)
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the output type to which applications send Trace and Standard level log events. For centralized logging, set this option value to `network`. You can also use a local file name or `stdout`.

Log outputs must be separated by a comma when more than one output is configured. For example, `trace = stderr, network`.

The valid values are described, as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output.

- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the **all** log level option to the `network` output

enables an application to send log events of the Standard and Trace levels to Message Server. Debug level log events are neither sent to Message Server nor stored in the Log database.

- memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of application performance.

- [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

> ## Warning
>
> Do not use the option value network unless requested to do so by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

verbose

Default Value: standard
Valid Values: all, debug, trace, standard, none, yes (= all), no (= none)
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not a log output is created and if it is, sets the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Trace, and Debug.

The valid values are described, as follows:

- all—All log events (that is, Standard, Trace, and Debug levels) are generated.

- debug—The same as all.

- trace—Log events of the Trace level and higher (that is, Standard, and Trace levels) are generated, but log events of the Debug level are not generated.

- standard—Log events of the Standard level are generated, but log events of the Trace, and Debug levels are not generated.

- none—No output is produced.

x-DBWriterTrace

Default Value: No default value
Valid Values: yes, no
Changes Take Effect: Immediately
Dependencies: None

Specifies that WFM Data Aggregator uses an additional logging to record how a statistic's records are

being stored in the database.

When this option value is set to yes (true or 1), Data Aggregator uses additional logging option to record how a statistic's records are being stored in the database.

x-json-log

Default Value: "" (empty string)
Valid Values: stdout, stderr, [filename with or without path]
Changes Take Effect: After restart
Introduced: 8.5.220.03

Enables the JSON logging for WFM servers, if not empty.

WFM now supports structured logging to the file containing one-line log records formatted in JSON format. This facilitates easy integration with the centralized log aggregation and viewing systems, like Grafana/Loki.

Important

The log level for structured logging is the same as for logging to a file and is defined by a regular verbose option.

Important

All **x-json-log** configuration options are not included in the application template. You can configure them manually.

Sample Configuration

```
[Log]
x-json-log = c:\logs\structured-log.log
x-json-log.rotation = 10 M
x-json-log.archive = timestamp
x-json-log.purgeCount = 10
x-json-log.purgeAge = 30 days
x-json-log.rotateOnOpen = true
x-json-log.compress = true
x-json-log.times = local
x-json-log.flush = false
```

x-json-log.archive

Default Value: No default value
Valid Values: number, timestamp

Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.03

The log file's archive mode.

Using the **archive** property, it is possible to specify how archived log files are named. The following values for the **archive** property are supported:

- `number`: A number, starting with 0, is appended to the name of archived log files. The most recent archived log file always has the number 0. For example, if the log file is named *access.log*, and if it fulfils the rotation criteria, the file is renamed to *access.log.0*. If a file named *access.log.0* already exists, it is renamed to *access.log.1*.

- `timestamp`: A timestamp is appended to the log file name. For example, if the log file is named *access.log*, and it fulfils the criteria for rotation, the file is renamed to **access.log.20050802110300**.

x-json-log.compress

Default Value: No default value
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.03

Enable or disable compression of archived files. Archived log files can be compressed using the gzip compression method. Compressing can be controlled with the **compress** property.

The following values are supported:

- `true`: Compress archived log files.

- `false`: Do not compress archived log files.

x-json-log.flush

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.03

Specifies whether messages are immediately flushed to the log file. Valid values are:

- `true`: Every message is immediately flushed to the log file (which may hurt application performance but ensures that everything is in the log if there is a system crash).

- `false`: Messages are not immediately flushed to the log file and stay in the system file buffer for some time.

x-json-log.MaxLogRecordSize

Default Value: -1
Valid Values: any integer
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set.
Introduced: 8.5.220.03

Contains the maximum size in bytes for logging records.

The default value is -1 which means unlimited, but that is only if the logging level is "all" or "debug". If the logging level is "trace" or "standard" then the default value is 10000 - that is because Genesys log library does not accept messages larger than 10000 when the logging level is "trace" or "standard".

x-json-log.purgeAge

Default Value: "" (empty string)
Valid Values:
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.03

Maximum age of an archived log file before it is purged. Archived log files can be automatically purged, either if they reach a certain age, or if the number of archived log files reaches a given maximum number. This is controlled by the **purgeAge** and x-json-log.purgeCount properties. The **purgeAge** property can have the following values:

- `<n> [seconds]`: The maximum age is <n> seconds.
- `<n> minutes`: the maximum age is <n> minutes.
- `<n> hours`: The maximum age is <n> hours.
- `<n> days`: The maximum age is <n> days.
- `<n> weeks`: The maximum age is <n> weeks.
- `<n> months`: The maximum age is <n> months, where a month has 30 days.

x-json-log.purgeCount

Default Value: "" (empty string)
Valid Values: integer, none
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.03

Maximum number of archived log files before it is purged. The **purgeCount** property has an integer value that specifies the maximum number of archived log files. If the number is exceeded, archived log files are deleted, starting with the oldest. When *none* or empty string are supplied, they reset **purgeCount** to none (no purging).

x-json-log.rotateOnOpen

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.03

Specifies whether an existing log file should be rotated and archived when the file is opened. Valid values are:

- `true`: The log file is rotated (and archived) when the channel is opened.

- `false`: (Default value) Log messages will be appended to an existing log file if the file exists (unless other conditions for a rotation are met).

x-json-log.rotation

Default Value: no default value
Valid Values:
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.03

The log file's rotation strategy. Possible values:

- `never`: No log rotation
- `[day,][hh]:mm`: The file is rotated on specified day/time
  - day - Day is specified as a long day name (Monday, Tuesday,...) or short day name (Mon, Tue,...)
    - day can be omitted and when omitted, the log is rotated every day.
  - hh - Valid hour range is 00-23.
    - hour can be omitted, in which case log is rotated every hour.
  - mm - Valid minute range is 00-59.
    - minute must be specified.
- `daily`: The file is rotated daily.
- `weekly`: The file is rotated every seven days.
- `monthly`: The file is rotated every 30 days.
- `<n> minutes`: The file is rotated every <n> minutes, where <n> is an integer greater than zero.
- `<n> hours`: The file is rotated every <n> hours, where <n> is an integer greater than zero.
- `<n> days`: The file is rotated every <n> days, where <n> is an integer greater than zero.
- `<n> weeks`: The file is rotated every <n> weeks, where <n> is an integer greater than zero.
- `<n> months`: The file is rotated every <n> months, where <n> is an integer greater than zero and a

month has 30 days.

- <n>: The file is rotated when its size exceeds <n> bytes.
- <n> K: The file is rotated when its size exceeds <n> Kilobytes.
- <n> M: The file is rotated when its size exceeds <n> Megabytes.

> ## Important
>
> For periodic log file rotations (daily, weekly, monthly, etc.), the date and time of log file creation or last rotation are written to the first line of the log file.

x-json-log.times

Default Value: utc
Valid Values: utc, local
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.03

The log file's time mode. Using the '*times* property, it is possible to specify time mode for the day/time based rotation. The following values for the "times" property are supported:

- `utc`: Rotation strategy is based on UTC time (default).
- `local`: Rotation strategy is based on local time.

x-LogAgentEventTrace

Default Value: No default value
Valid Values: yes, no
Changes Take Effect: Immediately
Dependencies: None

Specifies whether or not Data Aggregator writes agent event data to a log file.

This option is used for debugging only.

x-LogConfigServerConnectionTrace

Default Value: No default value
Valid Values: yes, no
Changes Take Effect: Immediately
Dependencies: None

Specifies whether or not Data Aggregator writes Configuration Server connection data to a log file.

This option is used for debugging only.

x-LogConfigServerTrace

Default Value: No default value
Valid Values: yes, no
Changes Take Effect: Immediately
Dependencies: None

Specifies whether or not Data Aggregator writes Configuration Server process data to a log file.

This option is used for debugging only.

x-LogWFMServerTrace

Default Value: No default value
Valid Values: yes, no
Changes Take Effect: Immediately
Dependencies: None

Specifies whether or not Data Aggregator writes WFM Server process data to a log file.

This option is used for debugging only.

Options Section

- DBDumpFile
- HandleTimeWriteBack
- MonitorStatThreadActivityTimeout
- ReasonCodeKeyName
- ReasonCodeWaitTime
- ScheduleLookAheadMinutes
- SynchronizeUnassignedAgents

DBDumpFile

Default Value: No default value
Valid Values: Any valid filename
Changes Take Effect: Immediately
Dependencies: None

Specifies the file to which WFM Data Aggregator writes its current data if it loses its connection to the database.

When Data Aggregator is restarted or the connection to the database is restored, it locates the dump file, retrieves the data, writes it to the database, and then deletes the dump file. If you do not specify a file name, the file is DBdump.dat located in \\...\Workforce Management\Data Aggregator.

HandleTimeWriteBack

Default Value: No default value
Valid Values: 0, integers from 1 to 12
Changes Take Effect: Immediately
Dependencies: None

When specified, enables Data Aggregator to transfer the handle time of the recent timestep to a previous timestep and adjust the average handle time (AHT) value of the previous timestep when there were no calls handled in the current timestep, but a handling time was registered.

This option prevents Data Aggregator from setting the AHT value to 0 for timesteps, in which agents performed after-call work (ACW) for calls that occurred in a previous timestep.

If this option is set to a value between 1 and 12, Data Aggregator searches for the previous timestep that is no further back than the specified option value and, in which at least one call was handled. If Data Aggregator finds a timestep like this, it updates the AHT of that timestep to incorporate the handle time registered during the recent timestep.

The value for this option determines the number of timesteps that WFM Data Aggregator searches

back. Therefore, the ACW must occur within 12 timesteps, or 3 hours, after call completion. A value of 0 disables this option.

> ### Important
>
> Some calls are brief enough to be considered short-abandoned calls, but they begin and end in different timesteps and thus require special handling to avoid skewing Call Center data. WFM Data Aggregator can identify a call like this because the timestep where it ends has an associated HandleTime statistic but no HandleVolume statistic.
>
> WFM Data Aggregator uses the value of the **HandleTimeWriteBack** option when searching for the beginning of a short-abandoned call like this, to adjust the prior timestep where that call began. See Configuring Statistics for Activities in the *Workforce Management Web for Supervisors Help*.

MonitorStatThreadActivityTimeout

Default Value: 0
Valid Values: 0, any integer greater than 20
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.208.01

Specifies the timeout interval (in minutes) after which Data Aggregator shuts down if it does not detect Statistics thread activity.

If this option value is set to 0 (default), Data Aggregator does not shut down. The minimum timeout is 20, minutes.

ReasonCodeKeyName

Default Value: <ReasonCode>
Valid Values: Any valid reason-code key name
Changes Take Effect: Immediately
Dependencies: None

Specifies the reason-code (aux-code) key used in the enterprise. (You don't have to configure this option if you do not use reason codes.)

Data Aggregator can process reason codes that come from hard and/or soft phones. To receive reason codes from hard phones, or in a mixed hard/soft phone environment, set this option value to <ReasonCode> in Genesys Administrator.

> ### Tip

You can use reason codes from hard phones only if you are using Stat Server 7.x.

ReasonCodeWaitTime

Default Value: 15
Valid Values: 2 - 600
Changes Take Effect: Immediately
Dependencies: None

Specifies how long, in seconds, Data Aggregator delays processing information during a timestep while waiting for reason code information.

This parameter is useful when Stat Server and/or the network are busy enough to delay reason code data.

> **Tip**
> Configure this option only if you are using a pre-6.5 release of Stat Server and are using reason codes.

ScheduleLookAheadMinutes

Default Value: No default value
Valid Values: 1 - 1440
Changes Take Effect: Immediately
Dependencies: None

Specifies how many additional minutes of agent schedules should be loaded from WFM Server for adherence calculations.

Use this option only in environment where agent schedules and configuration are updated infrequently.

SynchronizeUnassignedAgents

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: None
Discontinued: In release 8.5.200

Specifies whether or not WFM Data Aggregator synchronizes agents who are not assigned to any site.

> **Important**
> This option is discontinued and no longer in use.

Client Section

- CfgServerRequestTimeout
- SOAPTimeout

CfgServerRequestTimeout

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

This option is mandatory.

Specifies the number of seconds Data Aggregator waits for a response from Configuration Server before timing out.

Use this option when requesting the list of objects from Configuration Server for synchronization purposes. Increase the value in configurations with a high number of objects or slow network connections.

SOAPTimeout

Default Value: 90
Valid Values: Any positive integer
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the number of seconds before the SOAP connection times out.

Identity Section

- ApplicationType

ApplicationType

Default Value: WFMDataAggregator
Valid Values: WFMDataAggregator
Changes Take Effect: Immediately
Dependencies: None
Discontinued: 8.1.3

> ### Tip
> This option is removed from the template and no longer used.

Specifies the Workforce Management component for this application.

Configure this option only if you are using an application of type **ThirdPartyServer**.

(Optional in Framework 8.x environments.)

Server Section

- management-port
- OLEDB_Provider

management-port

Default Value: None
Valid Values: Any positive integer
Changes Take Effect: After restart
Dependencies: None
Introduced: 8.5.219.16

The management port can be optionally used for the internal consumption of observability-related Prometheus-based metrics, for monitoring tools, and dashboards like in Grafana.

> ### Important
> The management port is unsecured and is intended for internal use only. For more information, see Using WFM Prometheus metrics for monitoring & troubleshooting section in the WFM administrator's guide.

OLEDB_Provider

Default Value: SQLOLEDB
Valid Values: SQLOLEDB, SQLNCLI11, MSOLEDBSQL
Changes Take Effect: After restart
Dependencies: None
Introduced: 8.5.000.00

Specifies the name of the MS OLE DB driver that will be used for the connections between WFM Data Aggregator and the MS SQL database.

trace Section

WFM now fully supports distributed tracing of the HTTP requests using Open Telemetry protocol (OTLP). All HTTP requests now propagate OTLP tracing headers. The corresponding request trace_id and span_id are also logged in the logs for tracking and integration purposes. All WFM backend servers can also be configured to export traces via OTLP gRPC exporter. This facilitates easy integration with the distributed tracing collection and visualization systems, like Grafana/Tempo.

The OTLP gRPC trace exporter can optionally be enabled by setting the application optionexporter.otlp_grpc.enable to `true`.

- exporter.ostream.enable
- exporter.otlp_grpc.enable
- exporter.otlp_grpc.endpoint
- exporter.otlp_grpc.ssl_credentials_cacert_string exporter.otlp_grpc.use_ssl_credentials
- exporter.otlp_grpc.ssl_credentials_cacert_path
- exporter.otlp_grpc.timeout

exporter.ostream.enable

Default Value: false
Valid Values: false, true
Changes Take Effect: After restart
Introduced: 8.5.220

Enables or disables a trace exporter to the logs in a human-readable format for debugging purposes.

exporter.otlp_grpc.enable

Default Value: false
Valid Values: false, true
Changes Take Effect: After restart
Introduced: 8.5.220

Enables or disables the OTLP gRPC trace exporter.

The OTLP gRPC exported connection information can be configured by either setting environment variables as described at OpenTelemetry Protocol Exporter or by setting the corresponding exporter.otlp_grpc application options.

exporter.otlp_grpc.endpoint

Default Value:
Valid Values: any valid URL to OTLP gRPC exporter
Changes Take Effect: After restart
Introduced: 8.5.220

Specifies the target to which the exporter is going to send trace spans.

exporter.otlp_grpc.ssl_credentials_cacert_as_string

Default Value: ""
Valid Values: any valid path (string)
Changes Take Effect: After restart
Introduced: 8.5.220

Specifies the trusted certificate as a string to use when verifying a server's TLS credentials. Could be used instead of the exporter.otlp_grpc.ssl_credentials_cacert_path option. Should only be used for a secure connection.

exporter.otlp_grpc.ssl_credentials_cacert_path

Default Value: ""
Valid Values: any valid path (string)
Changes Take Effect: After restart
Introduced: 8.5.220

Specifies the path to the trusted certificate to use when verifying a server's TLS credentials. Should only be used for a secure connection.

exporter.otlp_grpc.timeout

Default Value: 10s
Valid Values: <n>s, <n>m
Changes Take Effect: After restart
Introduced: 8.5.220

Specifies the maximum time the OTLP exporter will wait for each batch export.

exporter.otlp_grpc.use_ssl_credentials

Default Value: false
Valid Values: false, true
Changes Take Effect: After restart
Introduced: 8.5.220

Enables or disables using the SSL credentials in connection with the OTLP gRPC trace exporter.

WFM Server

The WFM Server CD or IP contains two component applications: WFM Server and WFM Server ETL. This page summarizes the WFM Server configuration options. For a summary of the options configured on the WFM Server ETL application, see WFM Server ETL.

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

- auth
- CalendarService
- Client
- ConfigService
- ForcastService
- ForecastService
- Identity

- Log
- PerformanceService
- ScheduleService
- Server
- task
- trace

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
auth	provider	""	After restart
auth	roles.administrator	" " (empty string)	Immediately
auth	roles.administrator.default	" " (empty string)	Immediately
auth	roles.supervisor	" " (empty string)	Immediately
auth	roles.supervisor.default	" " (empty string)	Immediately
CalendarService	AdjustCarryOverByBonus	false	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
CalendarService	AutoCarryOverCalculationOffsetDays	183	Immediately
CalendarService	AutoPublishTimeOffToSchedule	0	Immediately
CalendarService	BatchRequest	true	Immediately
CalendarService	BiddingTimeout	10	Immediately
CalendarService	CalendarOverScheduleData	0	Immediately
CalendarService	CarryOverTimeout	1440	Immediately
CalendarService	DetermineFullDayTimeOffStartEndPaidHours	false	Immediately
CalendarService	HideMessagesForNotWorkingAgents	false	Immediately
CalendarService	MaxAuditReports	No default value	Immediately
CalendarService	MealsDuringTimeOff	0	Immediately
CalendarService	OffloadWaitlistedRequests	false	Immediately
CalendarService	PreventTimeOffNoAvailability	0	Immediately
CalendarService	WaitlistLookBackDays	7	After restart
CalendarService	WaitlistTimeout	30	Immediately
Client	CfgServerRequestTimeout	15	Immediately
Client	SOAPTimeout	60	Immediately
ConfigService	AcceptZeroSkillLevel	true	Immediately
ConfigService	CacheLifespan	No default value	Immediately
ConfigService	CachePreloadTimeout	No default value	Immediately
ConfigService	LocalTimezones	false	Immediately
ConfigService	MaxCacheSize	No default value	Immediately
ConfigService	MinCacheSize	No default value	Immediately
ConfigService	MSARestrictAccess	false	Immediately
ConfigService	RestoreTerminatedAgents	true	Immediately
ConfigService	SynchronizationAllowZeroSkillLevel	true	Immediately
ConfigService	SynchronizationCheckUpdatesTimeoutSec	60	Immediately
ConfigService	SynchronizationLevel	2	Immediately
ConfigService	SynchronizationTimeout	0	Immediately
ForcastService	ServiceLevelMethod	0	Immediately
ForcastService	SplitBySchedule	on	Immediately
ForecastService	ForecastTimestep	15	Immediately
ForecastService	MaxScenarioCacheSize	No default value	Immediately
ForecastService	ServiceLevelMethod	0	
ForecastService	SplitBySchedule	off	Immediately
Identity	ApplicationType	WFMServer	Immediately
Log	all	stdout	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
Log	buffering	false	Immediately
Log	debug	" " (string)	Immediately
Log	expire	false	Immediately
Log	keep-startup-file	false	After restart
Log	messagefile	wfmserver.lms	Immediately
Log	segment	false	Immediately
Log	standard	stdout	Immediately
Log	trace	" " (string)	Immediately
Log	verbose	standard	Immediately
Log	x-json-log	"" (empty string)	After restart
Log	x-json-log.archive	No default value	After restart
Log	x-json-log.compress	No default value	After restart
Log	x-json-log.flush	true	After restart
Log	x-json-log.MaxLogRecordSize	-1	After restart
Log	x-json-log.purgeAge	"" (empty string)	After restart
Log	x-json-log.purgeCount	"" (empty string)	After restart
Log	x-json-log.rotateOnOpen	false	After restart
Log	x-json-log.rotation	no default value	After restart
Log	x-json-log.times	No default value	After restart
Log	x-LogSynchronizationTrace	No default value	Immediately
PerformanceService	MaxActivityDays	25,000	Immediately
PerformanceService	NoCallsServiceLevel	0	Immediately
PerformanceService	RecalculateForecastStaffing	false	Immediately
ScheduleService	AutoCleanupTimeout	0 (disabled)	Immediately
ScheduleService	CacheLifespan	No default value	Immediately
ScheduleService	CachePreloadDayChunks	No default value	Immediately
ScheduleService	CachePreloadMaxDays	No default value	Immediately
ScheduleService	CachePreloadTimeout	No default value	Immediately
ScheduleService	MaxAuditReports	No default value	Immediately
ScheduleService	MaxCacheSize	No default value	Immediately
ScheduleService	MaxScenarioCacheSize	No default value	Immediately
ScheduleService	MinCacheSize	No default value	Immediately
ScheduleService	OvertimeMode	0	Immediately
ScheduleService	ProcessOvertimeTimeout	0	Immediately
ScheduleService	RestoreMode	0	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
ScheduleService	SplitCoverage	true	Immediately
ScheduleService	SplitMode	0	Immediately
ScheduleService	SplitMS	false	Immediately
ScheduleService	TradePreprocessingEnabled	false	
Server	LOBCursorLocation	3	Immediately
Server	management-port	None	After restart
Server	MaxThreadPoolSize	80	Immediately
Server	MinThreadPoolSize	8	Immediately
Server	OLEDB_Provider	SQLOLEDB	After restart
Server	Proxy	" " (string)	Immediately
Server	SessionTimeout	10	Immediately
Server	ThreadPoolDownsizeTimeout	15m	Immediately
Server	ThreadPoolUpsizeTimeout	10s	Immediately
Server	tzdb	1, 0 (see description)	Immediately
Server	tz_mode	iana	After restart
Server	VirtualDirectory	No default value	
Server	webevents	0	After restart
task	sub.enable	false	After restart
trace	exporter.ostream.enable	false	After restart
trace	exporter.otlp_grpc.enable	false	After restart
trace	exporter.otlp_grpc.endpoint	◈'"`UNIQ--nowiki-0000000B-QINU`"'◈	After restart
trace	exporter.otlp_grpc.ssl_credentials_cacert_as_string	""	After restart
trace	exporter.otlp_grpc.ssl_credentials_cacert_path	""	After restart
trace	exporter.otlp_grpc.timeout	10s	After restart
trace	exporter.otlp_grpc.use_ssl_credentials	false	After restart
Section	**Option**	**Default**	**Changes Take Effect**

auth Section

- provider
- roles.administrator
- roles.administrator.default
- roles.supervisor
- roles.supervisor.default

provider

Default Value: ""
Valid Values: "", wfm
Changes Take Effect: After restart
Dependencies: [Server] tzdb. See Important note in this option
Introduced: 8.5.214.08

Specifies the provider that performs WFM user authentication.

If this option value is set to:

- "" (empty string)—WFM Server SOAP API authenticates WFM users.

- wfm—WFM Server REST API (on-premises) authenticates WFM users. Such configuration influences default value of **tzdb** option which controls time zones usage.

> ### Important
> When you see "" (empty string), this indicates that the option **Value** field should be left blank. Also, if this option is set in one WFM Application, it must be set in all of them (WFM Web, WFM Server, WFM Builder, WFM Data Aggregator).

roles.administrator

Default Value: " " (empty string)
Valid Values: A string of characters
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.218.

Specifies a comma-separated list of Genesys role names. (Do not add spaces between list items.) Users who are assigned any of these roles are designated as Administrators when they are auto-

imported into the WFM database.

roles.administrator.default

Default Value: " " (empty string)
Valid Values: A string of characters
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.218.

Specifies the name of WFM role that is assigned to the newly auto-imported administrator, if the user's Genesys role is not explicitly mapped to the WFM role.

roles.supervisor

Default Value: " " (empty string)
Valid Values: A string of characters
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.218.

Specifies a comma-separated list of Genesys role names. (Do not add spaces between list items.) Users who are assigned any of these roles are designated as a supervisor when they are auto-imported into the WFM database.

roles.supervisor.default

Default Value: " " (empty string)
Valid Values: A string of characters
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.218.

Specifies the name of WFM role that is assigned to any newly auto-imported supervisor, if the user's Genesys role is not explicitly mapped to the WFM role.

Log Section

- all
- buffering
- debug
- expire
- keep-startup-file
- messagefile
- segment

- standard
- trace
- verbose
- x-json-log
- x-json-log.archive
- x-json-log.compress
- x-json-log.flush

- x-json-log.MaxLogRecordSize
- x-json-log.purgeAge
- x-json-log.purgeCount
- x-json-log.rotateOnOpen
- x-json-log.rotation
- x-json-log.times
- x-LogSynchronizationTrace

all

Default Value: stdout
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type that applications send for log events of all levels (Standard, Trace, and Debug).

The log output types must be separated by a comma when more than one output is configured. For example: `all = stdout, logfile`.

The output types are described as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output.

- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the all log level option to the network output enables applications to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server, nor stored in the Log database.

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

> ### Warning
>
> Do not use the option value `network` unless requested to do so by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

buffering

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

This option is mandatory.

Specifies whether operating system file buffering is enabled or disabled. The option is applicable only to the `stderr` and `stdout` output types.

Setting this option to `true` enables buffering and increases the output performance. Setting this option to `false` disables buffering.

When buffering is enabled, there might be a delay before log messages appear at the console.

debug

Default Value: " " (string)
Valid Values: stdout, stderr, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type that applications send for log events of the Debug level and higher (that is, Standard, Interaction, Trace, and Debug levels).

The log output types must be separated by a comma when more than one output is configured. For example: debug = stderr, /usr/local/genesys/logfile.

Debug-level log events are never sent to Message Server or stored in the Log database.

The output types are described as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output (stderr).

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is

created in the application's working directory.

expire

Default Value: false
Valid Values: false, [number], [number] file, [number] day
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not log files expire and if they do, sets the expiration mode for old segments and the maximum number of files (segments) or days before the files are removed. The number stored cannot be:

- Less than 1 file or 1 day

- More than 100 files or 100 days.

Setting this option value to `false` indicates that files do not expire. This option is ignored if the log output is not configured to be sent to a log file.

> **Tip**
> If you set this option value incorrectly (out of the range of valid values) WFM automatically resets it to 10.

The valid values are described as follows:

- `false`—No expiration; all generated segments are stored.

- `[number]` or `[number] file`—Sets the maximum number of log files to store. Specify a number from 1-100.

- `[number] day`—Sets the maximum number of days before log files are deleted. Specify a number from 1-100.

keep-startup-file

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: None
Introduced: 8.5.210

Specifies whether WFM Server keeps or deletes a startup segment of the log containing the initial configuration options when it reaches the value in the expire option.

If this option value is set to `false`, WFM Server ignores this option and does not keep the startup segment of the log.

If this option value is set to `true`, WFM Server keeps a startup segment of the log. The size of the segment equals the value of the segment option. The value <number> KB (kilobytes) or <number> MB (megabytes) sets the maximum size for a startup segment of the log.

If this option value is set to `true`, the size of the initial segment is equal to the size of the regular log segment, as defined by the segment option. The value of this option is ignored if segmentation is turned off (that is, if the segment option value is set to `false`).

messagefile

Default Value: wfmserver.lms
Valid Values: wfmserver.lms
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the name of the input file that stores application-specific log or error messages that might be generated when WFM Server communicates with other Genesys components.

The only valid value is `wfmserver.lms`

segment

Default Value: false
Valid Values: false, [number], [number] KB, [number] MB, [number] hr
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not there is a segmentation limit for a log file and if there is, sets the increment (KB, MB, or hours) and maximum size for the log file segment. The number cannot be less than 100 KB or one hour.

If this option value is set to `false` the log file is not segmented. If the current log segment exceeds the size set by this option, WFM Server closes the file and creates a new one. If the log output is not configured to be sent to a log file, WFM Server ignores this option.

The valid values are described, as follows:

- `false`—No segmentation is allowed.
- `[number]` or `[number] KB`—Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
- `[number] MB`—Sets the maximum segment size, in megabytes.
- `[number] hr`—Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

standard

Default Value: stdout
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type of which applications will send the log events of the Standard level. For centralized logging, set this option value to `network`. You can also use a local file name or `stdout`.

The log output types must be separated by a comma when more than one output is configured. For example: `standard = stderr, network`

The valid values are described, as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output.

- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the **all** log level option to the `network` output enables an application to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server nor stored in the Log database.

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

trace

Default Value: " " (string)
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the output type to which applications send Trace and Standard level log events. For centralized logging, set this option value to `network`. You can also use a local file name or `stdout`.

Log outputs must be separated by a comma when more than one output is configured. For example, `trace = stderr, network`.

The valid values are described, as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output.

- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the **all** log level option to the `network` output enables an application to send log events of the Standard and Trace levels to Message Server. Debug level log events are neither sent to Message Server nor stored in the Log database.

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

> ### Warning
> Do not use the option value `network` unless requested to do so by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

verbose

Default Value: standard
Valid Values: all, debug, trace, standard, none, yes (= all), no (= none)
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not a log output is created and if it is, sets the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Trace, and Debug.

The valid values are described, as follows:

- `all`—All log events (that is, Standard, Trace, and Debug levels) are generated.

- `debug`—The same as all.

- `trace`—Log events of the Trace level and higher (that is, Standard, and Trace levels) are generated, but log events of the Debug level are not generated.

- `standard`—Log events of the Standard level are generated, but log events of the Trace, and Debug levels are not generated.

- `none`—No output is produced.

x-json-log

Default Value: "" (empty string)
Valid Values: stdout, stderr, [filename with or without path]
Changes Take Effect: After restart
Introduced: 8.5.220.08

Enables the JSON logging for WFM servers, if not empty.

WFM now supports structured logging to the file containing one-line log records formatted in JSON format. This facilitates easy integration with the centralized log aggregation and viewing systems, like Grafana/Loki.

> ## Important
>
> The log level for structured logging is the same as for logging to a file and is defined by a regular verbose option.

> ## Important
>
> All **x-json-log** configuration options are not included in the application template. You can configure them manually.

Sample Configuration

```
[Log]
x-json-log = c:\logs\structured-log.log
x-json-log.rotation = 10 M
x-json-log.archive = timestamp
x-json-log.purgeCount = 10
x-json-log.purgeAge = 30 days
x-json-log.rotateOnOpen = true
x-json-log.compress = true
x-json-log.times = local
x-json-log.flush = false
```

x-json-log.archive

Default Value: No default value
Valid Values: number, timestamp
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.08

The log file's archive mode.

Using the **archive** property, it is possible to specify how archived log files are named. The following values for the **archive** property are supported:

- `number`: A number, starting with 0, is appended to the name of archived log files. The most recent archived log file always has the number 0. For example, if the log file is named *access.log*, and if it fulfils the rotation criteria, the file is renamed to *access.log.0*. If a file named *access.log.0* already exists, it is renamed to *access.log.1*.

- `timestamp`: A timestamp is appended to the log file name. For example, if the log file is named *access.log*, and it fulfils the criteria for rotation, the file is renamed to **access.log.20050802110300**.

x-json-log.compress

Default Value: No default value
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.08

Enable or disable compression of archived files. Archived log files can be compressed using the gzip compression method. Compressing can be controlled with the **compress** property.

The following values are supported:

- `true`: Compress archived log files.

- `false`: Do not compress archived log files.

x-json-log.flush

Default Value: true
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.08

Specifies whether messages are immediately flushed to the log file. Valid values are:

- `true`: Every message is immediately flushed to the log file (which may hurt application performance but ensures that everything is in the log if there is a system crash).

- `false`: Messages are not immediately flushed to the log file and stay in the system file buffer for some time.

x-json-log.MaxLogRecordSize

Default Value: -1
Valid Values: any integer
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.08

Contains the maximum size in bytes for logging records.

The default value is -1 which means unlimited, but that is only if the logging level is "all" or "debug". If the logging level is "trace" or "standard" then the default value is 10000 - that is because Genesys log library does not accept messages larger than 10000 when the logging level is "trace" or "standard".

x-json-log.purgeAge

Default Value: "" (empty string)
Valid Values:
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.08

Maximum age of an archived log file before it is purged. Archived log files can be automatically purged, either if they reach a certain age, or if the number of archived log files reaches a given maximum number. This is controlled by the **purgeAge** and x-json-log.purgeCount properties. The **purgeAge** property can have the following values:

- `<n> [seconds]`: The maximum age is <n> seconds.

- `<n> minutes`: the maximum age is <n> minutes.

- `<n> hours`: The maximum age is <n> hours.

- `<n> days`: The maximum age is <n> days.

- `<n> weeks`: The maximum age is <n> weeks.

- `<n> months`: The maximum age is <n> months, where a month has 30 days.

x-json-log.purgeCount

Default Value: "" (empty string)
Valid Values: integer, none
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.08

Maximum number of archived log files before it is purged. The **purgeCount** property has an integer value that specifies the maximum number of archived log files. If the number is exceeded, archived log files are deleted, starting with the oldest. When *none* or empty string are supplied, they reset **purgeCount** to none (no purging).

x-json-log.rotateOnOpen

Default Value: false
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.08

Specifies whether an existing log file should be rotated and archived when the file is opened. Valid values are:

- `true`: The log file is rotated (and archived) when the channel is opened.

- `false`: (Default value) Log messages will be appended to an existing log file if the file exists (unless other conditions for a rotation are met).

x-json-log.rotation

Default Value: no default value
Valid Values:
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.08

The log file's rotation strategy. Possible values:

- `never`: No log rotation

- `[day,][hh]:mm`: The file is rotated on specified day/time

  - day - Day is specified as a long day name (Monday, Tuesday,...) or short day name (Mon, Tue,...)

    - day can be omitted and when omitted, the log is rotated every day.

  - hh - Valid hour range is 00-23.

    - hour can be omitted, in which case log is rotated every hour.

  - mm - Valid minute range is 00-59.

    - minute must be specified.

- `daily`: The file is rotated daily.

- `weekly`: The file is rotated every seven days.

- `monthly`: The file is rotated every 30 days.

- `<n> minutes`: The file is rotated every <n> minutes, where <n> is an integer greater than zero.

- `<n> hours`: The file is rotated every <n> hours, where <n> is an integer greater than zero.

- `<n> days`: The file is rotated every <n> days, where <n> is an integer greater than zero.

- `<n> weeks`: The file is rotated every <n> weeks, where <n> is an integer greater than zero.

- `<n> months`: The file is rotated every <n> months, where <n> is an integer greater than zero and a month has 30 days.

- `<n>`: The file is rotated when its size exceeds <n> bytes.

- `<n> K`: The file is rotated when its size exceeds <n> Kilobytes.

- `<n> M`: The file is rotated when its size exceeds <n> Megabytes.

Important

For periodic log file rotations (daily, weekly, monthly, etc.), the date and time of log file creation or last rotation are written to the first line of the log file.

x-json-log.times

Default Value: No default value
Valid Values: true, false
Changes Take Effect: After restart
Dependencies: Used if **x-json-log** option is set
Introduced: 8.5.220.08

Enable or disable compression of archived files. Archived log files can be compressed using the gzip compression method. Compressing can be controlled with the **compress** property. The following values are supported:

- `true`: Compress archived log files.

- `false`: Do not compress archived log files.

x-LogSynchronizationTrace

Default Value: No default value
Valid Values: yes, no
Changes Take Effect: Immediately
Dependencies: None

Specifies whether or not WFM Server writes Configuration Server synchronization data to a log file.

This option is used for debugging only.

ForecastService Section

- ForecastTimestep
- MaxScenarioCacheSize
- ServiceLevelMethod
- SplitBySchedule

ForecastTimestep

Default Value: 15
Valid Values: 15, 30, 60
Changes Take Effect: Immediately
Dependencies: None

Specifies the step (in minutes) used in the Predictive algorithm. For example, if the step is 60, then all values (that is, four values, each representing a 15-minute timestep) in the 60-minute interval will be filled with the same predicted value.

This step is usually matched with historical data used in the Prediction timestep.

Use values (in minutes):

- 15, 30, 60 for Expert Average Engine
- 15, 60 for Universal Modeling Engine

MaxScenarioCacheSize

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 Forecast Scenario cache.

Setting this value to null means the size is unlimited.

ServiceLevelMethod

Default Value: 0
Valid Values: 0, 1

Changes Take Effect:
Dependencies: None
Introduced: 8.5.207

Specifies whether Service Level should be calculated from the number of interactions distributed or from the number of interactions offered, taking into account abandoned interactions.

The default value 0 indicates that Service Level is calculated, based on the number of interactions distributed. To include abandoned interactions, set the value to 1.

> ### Tip
>
> This option is not included in the template by default. You must create it yourself.
>
> Create this option if you want to include abandoned interactions (value set to 1). If you do not create this option, WFM functions as though you have set the value to 0.
>
> For instructions about how to create new options, see Creating New Configuration Sections and Options.

SplitBySchedule

Default Value: off
Valid Values: on, off
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.003.28

Specifies whether the volume-splitting algorithm determines agent availability for activities, based on the **Master Schedule**.

When this option value is set to on (enabled), the volume-splitting algorithm considers the existing **Master Schedule** to establish when, and on what activities agents are available. On days when there is no **Master Schedule**, the splitting algorithm considers agent availability for activities in the usual way.

> ### 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.

PerformanceService Section

- MaxActivityDays
- NoCallsServiceLevel
- RecalculateForecastStaffing

MaxActivityDays

Default Value: 25,000
Valid Values: Any positive integer
Changes Take Effect: Immediately
Dependencies: None

Specifies the maximum cost of performance-related and forecast-related data that can be returned by WFM Server, preventing WFM Server from becoming overloaded when processing large amounts of data.

This option value represents Activity Days. For example, a request for 50 activities over a 31-day period would require 1550 Activity Days.

If the request requirement exceeds the MaxActivityDays option limit, then WFM Server returns this message: *Specified date range is too long for selected target. Please select different target or a shorter date range.*

The default value is based on a typical customer configuration. You might need to adjust it, depending on your installed hardware, user work pattern, or if the server is too slow or short of memory when handling certain requests.

> ### 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.

NoCallsServiceLevel

Default Value: 0
Valid Values: 0, 100
Changes Take Effect: Immediately
Dependencies: None

Specifies whether or not the WFM Web for Supervisors **Performance** view shows the service level as 0% or 100% when there are no incoming interactions.

> **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.

RecalculateForecastStaffing

Default Value: false
Valid Values: yes, no, true, false, y, n, 0, 1
Changes Take Effect: Immediately
Dependencies: None

Specifies whether or not WFM Server recalculates deferred activity forecast staffing.

If this option is set to `true`, WFM Server recalculates deferred activity forecast staffing, based on the schedule, if there is one. When set to `false`, staffing is returned as saved in the WFM database.

CalendarService Section

- AdjustCarryOverByBonus
- AutoCarryOverCalculationOffsetDays
- AutoPublishTimeOffToSchedule
- BatchRequest
- BiddingTimeout

- CalendarOverScheduleData
- CarryOverTimeout
- DetermineFullDayTimeOffStartEndPaidHours
- HideMessagesForNotWorkingAgents
- MaxAuditReports

- MealsDuringTimeOff
- PreventTimeOffNoAvailability
- WaitlistLookBackDays
- WaitlistTimeout
- OffloadWaitlistedRequests

AdjustCarryOverByBonus

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: None
Discontinued: In 8.5.100.24

Specifies an optional way to handle a bonus assignment that does not have a specified end date as a balance adjustment, which is incorporated into hours that are carried over during the next carry over interval.

When set to `true`, all assigned bonus time that does not have a specified end date is carried over to the next configured carry-over date. The final number of carried-over hours remains subject to maximum carry-over hours constraint.

The bonus expires after the carry-over date. Used hours are updated as they were before.

> ### Important
>
> This option is discontinued as the carry-over functionality is now an automated process and works this way:
>
> - In 8.5.1, WFM works as if this option value is set to `true`.
>
> - Previous to 8.5.1, if the option value was set to `false`, and the agent did not use the assigned bonus hours before the carry-over date, those hours might be lost.

AutoCarryOverCalculationOffsetDays

Default Value: 183
Valid Values: Any positive integer
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.100.05

Specifies the time delay (in days) after which WFM calculates the carry-over for time-off balances.

AutoPublishTimeOffToSchedule

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

Specifies whether or not Granted time off is published to an agent's schedules when he/she requests time off.

The following valid values describe WFM's response when agents request time off:

- 0—Feature is off.

- 1—Feature is on; a part-day time off cannot overlap exceptions.

- 2—Feature is on; a part-day time off deletes overlapped exceptions.

BatchRequest

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

Specifies how WFM Server processes multiple time-off requests submitted simultaneously by a single agent.

If this option value is set to `true`, WFM Server processes these time-off items in one batch. If set to `false`, WFM Server processes these time-off items one-by-one.

> **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.

BiddingTimeout

Default Value: 10
Valid Values: Any positive integer, -1
Changes Take Effect: Immediately
Dependencies: None
Discontinued: 8.5.207.09

Specifies the time, in minutes, between the Time-Off Bidding processes that handle Calendar bid items.

Setting this option value to -1 turns this functionality off.

> Tip
> This option was removed in WFM Server 8.5.207.09. See WaitListTimeout to configure similar WFM Server functionality.

CalendarOverScheduleData

Default Value: 0
Valid Values: 0, 1, 2, 3
Changes Take Effect: Immediately
Dependencies: None

Specifies whether or not Calendar data overlaps Schedule data when checking agent time-off balances, enabling the resolution of conflicts between Granted or Preferred time-off items and schedule data.

The valid values are described, as follows:

- 0—Disables the resolution functionality (do not overlap—default value).

- 1—Enables overlap of only Granted Calendar time-off and Schedule data.

- 2—Enables overlap of Granted and Preferred time-off.

- 3—Enables overlap of Granted and non-wait-listed Preferred time-off. These requests are counted against an agent's time-off balance and limits:

  - All requests with the status Granted/Not Scheduled.

  - Only wait-listed requests with the status Preferred/Not Scheduled.

CarryOverTimeout

Default Value: 1440
Valid Values: Any positive integer, -1
Changes Take Effect: Immediately

Dependencies: None

Specifies the time interval (in minutes) between processes handling automatic carry-over for time-off balances.

Setting this option value to -1 turns this functionality off.

DetermineFullDayTimeOffStartEndPaidHours

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

Specifies whether or not WFM Server uses the calculation algorithm for full-day time off start/end time and paid hours.

If this option value is set to true when users add full-day time-off requests with unspecified start/end times, WFM Server resolves the start/end times using the algorithm.

HideMessagesForNotWorkingAgents

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

Specifies whether or not to prevent WFM Web from displaying error messages when Calendar items are set for agents who have been terminated or have not yet been hired.

Set this option value to true if you want to to prevent WFM Web from displaying error messages when Calendar items are set for agents who have been terminated or have not yet been hired. Set this option to false if you want to view error messages when Calendar items are set for agents who have been terminated or have not yet been hired.

> **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.

MaxAuditReports

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

Dependencies: None

Specifies the number of Audit reports that WFM builds 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.

MealsDuringTimeOff

Default Value: 0
Valid Values: 0, 1
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.003.25

Specifies whether or not Granted Part-Day Time-Off is automatically declined in the WFM Web Calendar.

Setting this option value to 1 prevents Granted Part-Day Time-Off from being automatically declined when the time-off item interferes with meals in available shifts. By default, this option is set to 0 and WFM Server automatically declines Granted Part-Day Time-Off under these same conditions.

> 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.

PreventTimeOffNoAvailability

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

Specifies whether or not an additional check is turned on or off for already-configured days off when agents requests time off.

The valid values are described, as follows:

- 0—The option is off.

- 1—Prevents agents from requesting time off for weekdays, when they have no Contract availability.

- 2—Same as described for the value 1, except weekdays when Contract non-availability is overwritten by an open Granted availability interval. Also applies to dates with Granted no-availability preferences and Granted day-off preferences and to days when agents have rotating days off according to their assigned rotating schedule.

When this option is on:

- The agent receives an error message and the time-off item is not inserted into the calendar.

- The supervisor receives a warning message that can be overridden.

WaitlistLookBackDays

Default Value: 7
Valid Values: Any positive integer
Changes Take Effect: After restart
Introduced: 8.5.219.33

Specifies the number of days from current day to the past, for example, 7. The waitlist process looks for time-off items only for the specified number of days in the past while processing.

WaitlistTimeout

Default Value: 30
Valid Values: Any positive integer, -1
Changes Take Effect: Immediately
Dependencies: None
Modified: 8.5.207.09

Specifies the interval (in minutes) between the processes handling time-off bidding and wait-listed items.

Setting this option value to -1 turns this functionality off.

> **Tip**
> In WFM Server 8.5.207.09, the default value was changed to 30 (minutes) from 60 (minutes) and the description was changed to include time-off bidding items.

OffloadWaitlistedRequests

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: WaitlistTimeout
Introduced: 8.5.220.08

When set to `true`, introduces optional offloading of the time-off requests for later offline processing by the waitlist processing task. It allows freeing the WFM Server from the need for synchronous processing of resource-expensive time-off requests at a time when multiple agents request time-offs at the same time. Prior to version **8.5.220.08** or when the option is set to `false`, even when time-off waitlisting is enabled, the WFM Server synchronously checks the validity of the time-off request (including balance and limits) before waitlisting the request, which creates an avoidable load on the server, all at the worst time. Enabling time-off offloading will waitlist eligible time-off requests instantly and perform further time-off limits and balance validation offline during waitlist processing.

The **OffloadWaitlistedRequests** option has a dependency on the **WaitlistTimeout** option, which must be enabled on at least one WFM Server.

When this option is disabled (by default), the time-off request would become `waitlisted` only if time-off limits were reached and would be instantly granted or declined in all other cases (for example, insufficient time-off balance). When this option is enabled, all time-off requests that can be waitlisted are instantly waitlisted. The request status is resolved offline during the waitlist processing. The time-off requests that were auto-declined during the waitlist processing are now allowed to be deleted by the agent to make it possible for the agents to resubmit another time-off request on the same date. The agents are still not allowed to delete the declined time-off request if it was declined by the supervisor.

> **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.

ScheduleService Section

- AutoCleanupTimeout
- CacheLifespan
- CachePreloadDayChunks
- CachePreloadMaxDays
- CachePreloadTimeout
- MaxAuditReports

- MaxCacheSize
- MaxScenarioCacheSize
- MinCacheSize
- OvertimeMode
- ProcessOvertimeTimeout
- RestoreMode

- SplitCoverage
- SplitMode
- SplitMS
- TradePreprocessingEnabled

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 positive 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.

ConfigService Section

- AcceptZeroSkillLevel
- CacheLifespan
- CachePreloadTimeout
- LocalTimezones

- MaxCacheSize
- MinCacheSize
- MSARestrictAccess
- RestoreTerminatedAgents

- SynchronizationAllowZeroSkillLevel
- SynchronizationCheckUpdatesTimeoutSec
- SynchronizationLevel
- SynchronizationTimeout

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**.

> 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.

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.

Server Section

- LOBCursorLocation
- management-port
- MaxThreadPoolSize
- MinThreadPoolSize
- OLEDB_Provider

- Proxy
- SessionTimeout
- ThreadPoolDownsizeTimeout
- ThreadPoolUpsizeTimeout
- tz_mode

- tzdb
- VirtualDirectory
- webevents

LOBCursorLocation

Default Value: 3
Valid Values: 2, 3
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.219.26

Specifies the type of cursor to use with database queries that read Large Object (LOB) columns. By default, a client-side cursor is used for LOB columns. 2 indicates a server-side cursor and 3 indicates a client-side cursor.

management-port

Default Value: None
Valid Values: Any positive integer
Changes Take Effect: After restart
Dependencies: None
Introduced: 8.5.219.24

The management port can be optionally used for the internal consumption of observability-related Prometheus-based metrics, for monitoring tools, and dashboards like in Grafana.

> ### Important
>
> The management port is unsecured and is intended for internal use only. For more information, see Using WFM Prometheus metrics for monitoring & troubleshooting section in the WFM administrator's guide.

MaxThreadPoolSize

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

This option is mandatory.

Specifies the maximum number of threads in the thread pool.

MinThreadPoolSize

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

This option is mandatory.

Specifies the minimum number of threads in the thread pool.

OLEDB_Provider

Default Value: SQLOLEDB
Valid Values: SQLOLEDB, SQLNCLI11, MSOLEDBSQL
Changes Take Effect: After restart
Dependencies: None
Introduced: 8.5.000.00

Specifies the name of the MS OLE DB driver that will be used for the connections between WFM Server and the MS SQL database.

Proxy

Default Value: " " (string)
Valid Values: Proxy server name and port number
Changes Take Effect: Immediately
Dependencies: None

Specifies a 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

This option is mandatory.

Specifies the timeout (in minutes) for any client session with this WFM Server.

ThreadPoolDownsizeTimeout

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

This option is mandatory.

Specifies how long threads stay idle before they are removed from the thread pool. Follow the number with s (seconds) or m (minutes). By default, the value is in minutes.

ThreadPoolUpsizeTimeout

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

This option is mandatory.

Specifies how long a request stays in queue before the thread pool size is increased. Follow the number with s (seconds) or m (minutes). By default, the value is in seconds.

tz_mode

Default Value: iana
Valid Values: iana, posix
Changes Take Effect: After restart
Dependencies: tzdb
Introduced: 8.5.220.06

When the **iana** mode is set, WFM Server will send a time zone description according to https://www.iana.org/time-zones in response to the request to provide time zones, indicating the IANA/Olson time zone.

When the **posix** mode is set, WFM API (used by WFM Web) will not use the built-in Java API for the IANA time zones, instead it will use the time zone information returned by the WFM Server to

calculate DST times. It is a workaround for the situation when WFM Server was updated to use the latest time zone database but the WFM Web or Java on the client side was not updated to use the latest time zone information.

This option is applicable only when `tzdb = 1`.

tzdb

Default Value: 1, 0 (see description)
Valid Values: 1, 0
Changes Take Effect: Immediately
Dependencies: [auth] configuration
Introduced: 8.5.214.08

Specifies whether or not WFM time zones are converted to standard IANA time zones.

Important

All WFM Servers in the deployment must use the same value for this option.

The default value for this option depends on the **[auth]** configuration:

  - If **[auth]** is not configured, the default value is 0.

  - If **[auth]** is configured the default value is 1. If you want to keep using Genesys time zones in this configuration, value should be explicitly set to 0.

When this option default is 1 (enabled), WFM time zones (and time zone assignments for business units, sites, etc.), are automatically converted to Internet Assigned Numbers Authority (IANA) time zones, and no longer synchronize with Genesys time zones. When this option default is 0 (disabled), WFM time zones are not converted to IANA time zones.

Time zone conversion is done by using a JSON mapping file (`tzmap.json`) that can be modified, if necessary.

Important

If the NewSupervisor configuration option in WFM Web Application is enabled, then this option must be enabled (mandatory) in the WFM Server Application.

VirtualDirectory

Default Value: No default value
Valid Values: Not applicable
Changes Take Effect:

Dependencies: None
Discontinued: In release 8.5.208

For future use.

This option is not required and no longer in use.

webevents

Default Value: 0
Valid Values: 1, 0
Changes Take Effect: After restart
Dependencies: provider must be configured.
Introduced: 8.5.216.06

Specifies whether or not WFM Server establishes and maintains WebSocket connections with all WFM Servers found in the Application's connections, including the backup WFM Server, if there is one.

Setting this option value to 1 enables WFM Server to use WebSockets for cache synchronization; changes that occur in cached content on one WFM Server is broadcast to all connected WFM Servers in both directions. WFM still uses the existing timestamp-based synchronization method but the default **CacheSlack** option value is changed from 30 seconds to 600 seconds making database timestamp checks much less frequent.

By default, this option value is set to 0 and WFM Server is not enabled to use WebSockets as this method of cache synchronization is optional.

Identity Section

- ApplicationType

ApplicationType

Default Value: WFMServer
Valid Values: WFMServer
Changes Take Effect: Immediately
Dependencies: None
Discontinued: 8.1.3

> ### Tip
> This option is removed from the template and no longer used.

Specifies the Workforce Management component for this application.

Configure this option only if you are using an application of type **ThirdPartyServer**.

(Optional in Framework 8.x environments.)

Client Section

- CfgServerRequestTimeout
- SOAPTimeout

CfgServerRequestTimeout

Default Value: 15
Valid Values: Any positive integer between 1 and 3600.
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the number of seconds to wait for a response from Configuration Server before timing out.

Use this option when requesting the list of objects from Configuration Server for synchronization purposes. The value should be increased in configurations with a high number of objects or slow network connections.

SOAPTimeout

Default Value: 60
Valid Values: Any positive integer between 1 and 3600.
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the number of seconds to wait for the response from WFM Server before timing out.

WFM Server for ETL

> **Important**
>
> The WFM Server IP contains the WFM Server Application template WFM_ETL for a dedicated ETL Server. It has the ETL options set with proper values. To prevent errors, do not change values of the options not described in this chapter.

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

- CalendarService
- Client
- ConfigService
- ETL
- Identity

- Log
- PerfStatService
- ScheduleService
- Server

> **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
CalendarService	BiddingTimeout	-1	Immediately
CalendarService	CarryOverTimeout	-1	Immediately
CalendarService	WaitlistTimeout	-1	Immediately
Client	CfgServerRequestTimeout	15	Immediately
Client	SOAPTimeout	120	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
ConfigService	CachePreloadTimeout	-1	Immediately
ConfigService	MinCacheSize	0	Immediately
ConfigService	SynchronizationTimeout	-1	Immediately
ETL	AdhDaysBack	[[Options:WFM_ETL:ETL:DaysBack|DaysBack]] option value	Next ETL cycle
ETL	AdhEnable	true	Next ETL cycle
ETL	DayChunk	7	Immediately
ETL	DaysAhead	14	Immediately
ETL	DaysBack	14	Immediately
ETL	ETLTimeout	180	Immediately
ETL	MaxPurgeChunk	100000	At the start of the Purge cycle after the next ETL cycle
ETL	PerfDaysAhead	[[Options:WFM_ETL:ETL:DaysAhead|DaysAhead]] option value	Next ETL cycle
ETL	PerfDaysBack	[[Options:WFM_ETL:ETL:DaysBack|DaysBack]] option value	Next ETL cycle
ETL	PerfEnable	true	Next ETL cycle
ETL	PurgeDate	empty	After the next ETL cycle
ETL	PurgeDaysBack	0	After the next ETL cycle
ETL	SchDaysAhead	[[Options:WFM_ETL:ETL:DaysAhead|DaysAhead]] option value.	Next ETL cycle
ETL	SchDaysBack	[[Options:WFM_ETL:ETL:DaysBack|DaysBack]] option value	Next ETL cycle
ETL	SchEnable	true	Next ETL cycle
Identity	ApplicationType	WFMServer	Immediately
Log	all	stdout, WFM_ETL_log	Immediately
Log	buffering	false	Immediately
Log	debug	stdout	Immediately
Log	expire	false	Immediately
Log	messagefile	wfmserver.lms	Immediately
Log	segment	false	Immediately
Log	standard	stdout	Immediately
Log	trace	stdout	Immediately
Log	verbose	all	Immediately
Log	x-PerfStatTrace	true	Immediately
PerfStatService	LogTimeout	300	Immediately
ScheduleService	CachePreloadTimeout	-1	Immediately
ScheduleService	MinCacheSize	0	Immediately
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
ScheduleService	SyncBacklogTimeout	-1	Immediately
Server	CommandTimeout	300	Immediately
Server	MaxThreadPoolSize	80	Immediately
Server	MinThreadPoolSize	8	Immediately
Server	Proxy	" " (string)	Immediately
Server	SessionTimeout	10	Immediately
Server	ThreadPoolDownsizeTimeout	15m	Immediately
Server	ThreadPoolUpsizeTimeout	10s	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

ETL Section

- AdhDaysBack
- AdhEnable
- DayChunk
- DaysAhead
- DaysBack

- ETLTimeout
- MaxPurgeChunk
- PerfDaysAhead
- PerfDaysBack
- PerfEnable

- PurgeDate
- PurgeDaysBack
- SchDaysAhead
- SchDaysBack
- SchEnable

AdhDaysBack

Default Value: DaysBack option value
Valid Values: Any positive integer
Changes Take Effect: Next ETL cycle
Dependencies: AdhEnable must be set to true
Introduced: 8.5.100.10

Specifies a value that overrides the DaysBack option value for the Adherence data.

If not specified, WFM uses the DaysBack option value.

AdhEnable

Default Value: true
Valid Values: true, false
Changes Take Effect: Next ETL cycle
Introduced: 8.5.100.10

Specifies whether ETL is enabled or disabled for the Adherence data.

DayChunk

Default Value: 7
Valid Values: Any integer between 1 and 31
Changes Take Effect: Immediately
Dependencies: Should be less than (DaysBack+ DaysAhead)

Specifies the number of days that will be processed at a time.

The tracked day range is defined by the values set in the DaysBack and DaysAhead parameters and is processed in the specified chunks of data. So, this parameter determines the size of transaction.

Larger transactions require more memory and other resources, but can be processed faster.

DaysAhead

Default Value: 14
Valid Values: Any integer between 1 and 365
Changes Take Effect: Immediately
Dependencies: None

Specifies the number of days (from current date) in the future to track Fact data.

DaysBack

Default Value: 14
Valid Values: Any integer between 0 and 365
Changes Take Effect: Immediately
Dependencies: None

Specifies the number of days (from the current date) in the past to track Fact data.

ETLTimeout

Default Value: 180
Valid Values: Any integer between -2880 and 2880
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.200.05

Specifies the timeout interval (in minutes) between each execution of the Extract, Transform, and Load (ETL) process.

If you set this option to a negative value the first ETL cycle starts immediately after server is started. If you set this option to 0 the ETL process is disabled.

MaxPurgeChunk

Default Value: 100000
Valid Values: Any positive integer
Changes Take Effect: At the start of the Purge cycle after the next ETL cycle
Introduced: 8.5.218.29

Specifies the maximum number of records to be purged in one transaction.

PerfDaysAhead

Default Value: DaysAhead option value
Valid Values: Any positive integer
Changes Take Effect: Next ETL cycle
Dependencies: PerfEnable must be set to true
Introduced: 8.5.100.10

Specifies a value that overrides the DaysAhead option value for the Performance statistics data.

If not specified, WFM uses the DaysAhead option value.

PerfDaysBack

Default Value: DaysBack option value
Valid Values: Any positive integer
Changes Take Effect: Next ETL cycle
Dependencies: PerfEnable must be set to true
Introduced: 8.5.100.10

Specifies a value that overrides the DaysBack option value for the Performance statistics data.

If not specified, WFM uses the DaysBack option value.

PerfEnable

Default Value: true
Valid Values: true, false
Changes Take Effect: Next ETL cycle
Introduced: 8.5.100.10

Specifies whether ETL is enabled or disabled for the Performance statistics data.

PurgeDate

Default Value: empty
Valid Values: Any date (In the same format as the host settings. For example, 10/21/2021.)
Changes Take Effect: After the next ETL cycle
Dependencies: Overrides the PurgeDaysBack option
Introduced: 8.5.218.29

Specifies the exact date to purge data that is older than the specified date.

> ## Tip
> The PurgeDaysBack option is the main purge option that enables a rolling data purge.

> This option is an optional override that can be used in special cases, when required.

PurgeDaysBack

Default Value: 0
Valid Values: Any positive integer
Changes Take Effect: After the next ETL cycle
Dependencies: The PurgeDate option overrides this option.
Introduced: 8.5.218.29

Specifies the number of days from the current date to calculate a cut-back purge date. Data that is older than the calculated purge date is purged after each ETL cycle, up to the maximum number of records specified in the MaxPurgeChunk option.

If this option value is not specified or is set to 0, and the PurgeDate option value is also not specified, WFM does not purge any data.

> **Tip**
>
> This option is the main purge option that enables a rolling data purge. The PurgeDate option is an optional override that can be used in special cases, when required.

SchDaysAhead

Default Value: DaysAhead option value.
Valid Values: Any positive integer
Changes Take Effect: Next ETL cycle
Dependencies: SchEnable must be set to `true`
Introduced: 8.5.100.10

Specifies a value that overrides the DaysAhead option value for the Schedule data.

If not specified, WFM uses the DaysAhead option value.

SchDaysBack

Default Value: DaysBack option value
Valid Values: Any positive integer
Changes Take Effect: Next ETL cycle
Dependencies: SchEnable must be set to `true`
Introduced: 8.5.100.10

Specifies a value that overrides the DaysBack option value for the Schedule data.

If not specified, WFM uses the DaysBack option value.

SchEnable

Default Value: true
Valid Values: true, false
Changes Take Effect: Next ETL cycle
Introduced: 8.5.100.10

Specifies whether ETL is enabled or disabled for the Schedule data.

Log Section

- all
- buffering
- debug
- expire

- messagefile
- segment
- standard
- trace

- verbose
- x-PerfStatTrace

all

Default Value: stdout, WFM_ETL_log
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type that applications send for log events of all levels (Standard, Trace, and Debug).

The log output types must be separated by a comma when more than one output is configured. For example: `all = stdout, logfile`.

The output types are described as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output.

- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the all log level option to the network output enables applications to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server, nor stored in the Log database.

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

> ## Warning
>
> Do not use the option value `network` unless requested to do so by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

buffering

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

Specifies whether operating system file buffering is enabled or disabled. The option is applicable only to the `stderr` and `stdout` output types.

Setting this option to `true` enables buffering and increases the output performance. Setting this option to `false` disables buffering.

When buffering is enabled, there might be a delay before log messages appear at the console.

debug

Default Value: stdout
Valid Values: stdout, stderr, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type that applications send for log events of the Debug level and higher (that is, Standard, Interaction, Trace, and Debug levels).

The log output types must be separated by a comma when more than one output is configured. For example: debug = stderr, /usr/local/genesys/logfile.

Debug-level log events are never sent to Message Server or stored in the Log database.

The output types are described as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output (stderr).

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

expire

Default Value: false
Valid Values: false, [number], [number] file, [number] day
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not log files expire and if they do, sets the expiration mode for old segments and the maximum number of files (segments) or days before the files are removed. The number stored cannot be:

- Less than 1 file or 1 day

- More than 100 files or 100 days.

Setting this option value to `false` indicates that files do not expire. This option is ignored if the log output is not configured to be sent to a log file.

> ### Tip
>
> If you set this option value incorrectly (out of the range of valid values) WFM automatically resets it to 10.

The valid values are described as follows:

- `false`—No expiration; all generated segments are stored.
- [number] or [number] `file`—Sets the maximum number of log files to store. Specify a number from 1-100.
- [number] `day`—Sets the maximum number of days before log files are deleted. Specify a number from 1-100.

messagefile

Default Value: wfmserver.lms
Valid Values: wfmserver.lms
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the name of the input file that stores application-specific log or error messages that might be generated when WFM Server communicates with other Genesys components.

The only valid value is `wfmserver.lms`

segment

Default Value: false
Valid Values: false, [number], [number] KB, [number] MB, [number] hr
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not there is a segmentation limit for a log file and if there is, sets the increment (KB, MB, or hours) and maximum size for the log file segment. The number cannot be less than 100 KB or one hour.

If this option value is set to `false` the log file is not segmented. If the current log segment exceeds the size set by this option, WFM Server closes the file and creates a new one. If the log output is not configured to be sent to a log file, WFM Server ignores this option.

The valid values are described, as follows:

- `false`—No segmentation is allowed.
- [number] or [number] KB—Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
- [number] MB—Sets the maximum segment size, in megabytes.
- [number] hr—Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

standard

Default Value: stdout
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type of which applications will send the log events of the Standard level. For centralized logging, set this option value to `network`. You can also use a local file name or `stdout`.

The log output types must be separated by a comma when more than one output is configured. For example: `standard = stderr, network`

The valid values are described, as follows:

- `stdout`—Log events are sent to the Standard output.
- `stderr`—Log events are sent to the Standard error output.
- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the **all** log level option to the `network` output enables an application to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server nor stored in the Log database.
- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms

of the application performance.

- [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

trace

Default Value: stdout
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately

Specifies the output type to which applications send Trace and Standard level log events. For centralized logging, set this option value to network. You can also use a local file name or stdout.

The log output types must be separated by a comma when more than one output is configured. For example: standard = stderr, network

The valid values are described, as follows:

- stdout—Log events are sent to the Standard output.

- stderr—Log events are sent to the Standard error output.

- network—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the **all** log level option to the network output enables an application to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server nor stored in the Log database.

- memory—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- [filename]—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Warning

Do not use the option value network unless requested to do so by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

verbose

Default Value: all
Valid Values: all, debug, trace, standard, none, yes (= all), no (= none)
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not a log output is created and if it is, sets the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Trace, and Debug.

The valid values are described, as follows:

- `all`—All log events (that is, Standard, Trace, and Debug levels) are generated.

- `debug`—The same as all.

- `trace`—Log events of the Trace level and higher (that is, Standard, and Trace levels) are generated, but log events of the Debug level are not generated.

- `standard`—Log events of the Standard level are generated, but log events of the Trace, and Debug levels are not generated.

- `none`—No output is produced.

x-PerfStatTrace

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

Specifies the extra logging activity for Performance statistics

Setting this option value to `true` enables logging of Performance statistics. Setting it to `false` disables logging of Performance statistics.

CalendarService Section

- BiddingTimeout
- CarryOverTimeout
- WaitlistTimeout

BiddingTimeout

Default Value: -1
Valid Values: -1, any positive integer
Changes Take Effect: Immediately
Dependencies: None

The time (in minutes) between processes that handle bidding Calendar items.

If this option value is set to -1, the process is turned off.

CarryOverTimeout

Default Value: -1
Valid Values: -1, any positive integer
Changes Take Effect: Immediately
Dependencies: None

Specifies the time (in minutes) between processes handling Time-Off carry-over items.

If this option value is set to -1, the process is turned off.

WaitlistTimeout

Default Value: -1
Valid Values: -1, any positive integer
Changes Take Effect: Immediately
Dependencies: None

Specifies the time (in minutes) between processes handling Calendar items that are wait-listed.

If this option is set to -1, the process is turned off.

ScheduleService Section

- CachePreloadTimeout
- MinCacheSize
- SyncBacklogTimeout

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.

When this option value is set to default -1 the process is on.

MinCacheSize

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

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

SyncBacklogTimeout

Default Value: -1
Valid Values: -1, process is turned off.
Changes Take Effect: Immediately
Dependencies: None

Specifies the time (in minutes) between processes that handle backlog items.

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

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.

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.

Identity Section

- ApplicationType

ApplicationType

Default Value: WFMServer
Valid Values: WFMServer
Changes Take Effect: Immediately
Dependencies: None

Specifies the identification of the application type.

PerfStatService Section

- LogTimeout

LogTimeout

Default Value: 300
Valid Values: Any integer between 1 and 3600
Changes Take Effect: Immediately
Dependencies: None

Specifies the Performance log output timeout (in seconds).

Client Section

- CfgServerRequestTimeout
- SOAPTimeout

CfgServerRequestTimeout

Default Value: 15
Valid Values: Any integer between 1 and 3600
Changes Take Effect: Immediately
Dependencies: None

Specifies the timeout (in seconds) for synchronization between WFM and Configuration Server.

SOAPTimeout

Default Value: 120
Valid Values: Any integer between 1 and 3600
Changes Take Effect: Immediately
Dependencies: None

Specifies the number of seconds to wait for a response from WFM Server before the connection times out.

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	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
Options	CustomActivities	" " (string)	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
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	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**

auth Section

- provider

provider

Default Value: " "
Valid Values: " ", wfm
Changes Take Effect: After restart
Dependencies: See Important note in this option
Introduced: 8.5.214.14

Specifies the provider that performs authentication when users log in to WFM.

If this option value is set to:

- " " (empty string)—A legacy, WFM proprietary mechanism is used to authenticate user access to the WFM Web for Supervisors (Classic) interface.

- wfm—An internal WFM implementation of authentication is used to provide user access to the WFM Supervisor interface.

> ### Important
> If this option is set in one WFM Application, it must be set in all of them (WFM Web, WFM Server, WFM Builder, WFM Data Aggregator).

Functionality Section

- ClassicAgent
- InsertPayback
- InsertPaybackException

- NewAgent
- NewSupervisor
- PreventFraming

- SystemInformation
- useRolesSecurity

ClassicAgent

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: NewAgent
Introduced: 8.5.214.14

In coordination with the **NewAgent** option, specifies whether the Classic WFM Agent interface is available.

This option combines with the setting for the **NewAgent** option in the following ways:

- **NewAgent** = `true`, **ClassicAgent** = `false`

  - After an agent logs in, only the Agent UI is available. The option enabling agents to switch to the Classic UI is absent in the **Log off** drop-down menu.

- **NewAgent** = `false`, **ClassicAgent** = `false`

  - After an agent logs in, only the Agent UI is available. The option enabling agents to switch to the Classic UI is absent in the **Log off** drop-down menu.

- **NewAgent** = `false`, **ClassicAgent** = `true`

  - After an agent logs in, only the Classic Agent UI is available.

- **NewAgent** = `true`, **ClassicAgent** = `true`

  - After an agent logs in, the Agent UI opens but the option enabling agents to switch to the Classic UI is present in the **Log off** drop-down menu.

> **Tip**
> Switching to the Classic Agent UI from the Agent UI is applicable only to that log-in session. At the next log in, the Agent UI will be presented. If Classic Agent UI is always

> to be the interface of choice, configure these options as in the third bullet item above.

InsertPayback

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: InsertPaybackException
Introduced: 8.5.212.13

Specifies whether or not agents can insert Payback into schedules without adding an Exception to make up for lost work time.

If this option value is set to `true` this functionality is enabled and agents can insert Payback without adding an Exception. If this option value is set to `false` this functionality is disabled and agents cannot insert Payback without adding an Exception.

This option takes effect only if the InsertPaybackException is set to `true`. If InsertPaybackException is disabled (set to `false`), then **InsertPayback** is disabled (set to `false`).

InsertPaybackException

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

Specifies whether or not users can insert Payback Exceptions into schedules to make up for lost work time.

Setting this option value to `true` enables this functionality and user can insert Exceptions with payback into schedules. Setting this option value to `false` disables this functionality and user cannot insert these Exception types into schedules.

NewAgent

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: ClassicAgent
Introduced: 8.5.205.07
Modified: 8.5.214.14

In coordination with the **ClassicAgent** option, specifies whether the latest, redesigned WFM Agent interface is turned on or off.

This option combines with the setting for the **ClassicAgent** option in the following ways:

- **NewAgent** = `true`, **ClassicAgent** = `false`

  - After an agent logs in, only the Agent UI is available. The option enabling agents to switch to the Classic UI is absent in the **Log off** drop-down menu.

- **NewAgent** = `false`, **ClassicAgent** = `false`

  - After an agent logs in, only the Agent UI is available. The option enabling agents to switch to the Classic UI is absent in the **Log off** drop-down menu.

- **NewAgent** = `false`, **ClassicAgent** = `true`

  - After an agent logs in, only the Classic Agent UI is available.

- **NewAgent** = `true`, **ClassicAgent** = `true`

  - After an agent logs in, the Agent UI opens but the option enabling agents to switch to the Classic UI is present in the **Log off** drop-down menu.

> ### Tip
> Switching to the Classic Agent UI from the Agent UI is applicable only to that log-in session. At the next log in, the Agent UI will be presented. If Classic Agent UI is always to be the interface of choice, configure these options as in the third bullet item above.

NewSupervisor

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: [auth] provider configuration
Introduced: 8.5.214.14

Specifies whether or not the **New UI** setting displays in the WFM Web for Supervisors (Classic) interface, providing user access to the latest Forecast user interface (UI).

If this option value is set to `true`, the **New UI** setting displays in the Supervisors (Classic) UI. If this option value is set to `false`, the **New UI** setting is not visible in the Supervisors (classic) UI.

> ### Important
> To display the **New UI** button and make the new Forecast interface accessible to users, the [auth] provider option must be set to `wfm`. Also, if provider is set in one WFM application, it must be set in all of them (WFM Web, Server, Builder, Data Aggregator).

PreventFraming

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

Specifies whether the HTTP header **X-Frame-Options** is added to all JSP pages served by WFM Web.

If this option value is set to `true`, the header is added and prevents WFM Web pages from loading in the frame being used by the site and served from another domain. WFM Web pages served from the same domain as the one in the frame are allowed.

Use this option as protection from clickjacking.

> **Tip**
>
> *Clickjacking*, also known as "UI redress attack", is a malicious technique that tricks a Web user into clicking on a button or link on another page when they intended to click on the the top level page, thereby hijacking clicks and routing them a page, most likely owned by another application, domain, or both.

SystemInformation

Default Value: 0
Valid Values: 0, 1, 2
Changes Take Effect: After next login
Dependencies: NewSupervisor
Introduced: 8.5.219.20

Specifies if the **System information** option is available in the user's menu in the NewSupervisor interface. This option enables the user to view and monitor the status of connected WFM components.

The **value** can be set to control if the option is available in the user's menu and how much information is displayed, where:

- `0` = (default) Do not show the **System Information** option in the user's menu.

- `1` = Display minimal information. The health status of each connected WFM component is displayed (Pass, Failed, Warning).

- `2` = Display detailed information. The health status of each connected WFM component is displayed (Pass, Failed, Warning). Each component can also be expanded to show additional information about the services that are active for that component.

useRolesSecurity

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

Specifies the functionality that is accessible to agents in WFM Web for Agents.

If this option value is set to `true`, WFM Web ignores Web for Agents-related application settings and instead, uses the role settings configured in Genesys Administrator Extension (GAX) to determine what functionality agents can access. If this option value is set to `false` (default), WFM Web uses Web for Agents-related application settings.

Unlike application options that are applicable to all agents, this functionality allows administrators to control Web for Agents functionality for each agent individually or groups of agents.

To learn more about how WFM controls agent access in WFM Web, see Managing WFM Roles and Privileges in GAX.

SSO Section

No public options in this
section.

Log Section

- all
- buffering
- debug

- expire
- segment
- standard

- trace
- verbose

all

Default Value: stdout
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type that applications send for log events of all levels (Standard, Trace, and Debug).

The log output types must be separated by a comma when more than one output is configured. For example: `all = stdout, logfile`.

The output types are described as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output.

- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the all log level option to the network output enables applications to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server, nor stored in the Log database.

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

Warning
Do not use the option value network unless requested to do so by Genesys

Professional Services, because it generates extremely heavy message loads that can degrade system performance.

buffering

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

This option is mandatory.

Specifies whether operating system file buffering is enabled or disabled. The option is applicable only to the stderr and stdout output types.

Setting this option to `true` enables buffering and increases the output performance. Setting this option to `false` disables buffering.

When buffering is enabled, there might be a delay before log messages appear at the console.

debug

Default Value: " " (string)
Valid Values: stdout, stderr, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type that applications send for log events of the Debug level and higher (that is, Standard, Interaction, Trace, and Debug levels).

The log output types must be separated by a comma when more than one output is configured. For example: debug = stderr, /usr/local/genesys/logfile.

Debug-level log events are never sent to Message Server or stored in the Log database.

The output types are described as follows:

- `stdout`—Log events are sent to the Standard output.
- `stderr`—Log events are sent to the Standard error output (stderr).
- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

expire

Default Value: false
Valid Values: false, [number], [number] file, [number] day
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not log files expire and if they do, sets the expiration mode for old segments and the maximum number of files (segments) or days before the files are removed. The number stored cannot be:

- Less than 1 file or 1 day

- More than 100 files or 100 days.

Setting this option value to `false` indicates that files do not expire. This option is ignored if the log output is not configured to be sent to a log file.

> **Tip**
>
> If you set this option value incorrectly (out of the range of valid values) WFM automatically resets it to 10.

The valid values are described as follows:

- `false`—No expiration; all generated segments are stored.
- `[number]` or `[number] file`—Sets the maximum number of log files to store. Specify a number from 1-100.
- `[number] day`—Sets the maximum number of days before log files are deleted. Specify a number from 1-100.

segment

Default Value: false
Valid Values: false, [number], [number] KB, [number] MB, [number] hr
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not there is a segmentation limit for a log file and if there is, sets the increment (KB, MB, or hours) and maximum size for the log file segment. The number cannot be less than 100 KB or one hour.

If this option value is set to `false` the log file is not segmented. If the current log segment exceeds the size set by this option, WFM Server closes the file and creates a new one. If the log output is not configured to be sent to a log file, WFM Server ignores this option.

The valid values are described, as follows:

- `false`—No segmentation is allowed.
- `[number]` or `[number] KB`—Sets the maximum segment size, in kilobytes. The minimum segment size is 100 KB.
- `[number] MB`—Sets the maximum segment size, in megabytes.
- `[number] hr`—Sets the number of hours for the segment to stay open. The minimum number is 1 hour.

standard

Default Value: stdout
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the log output type of which applications will send the log events of the Standard level. For centralized logging, set this option value to `network`. You can also use a local file name or `stdout`.

The log output types must be separated by a comma when more than one output is configured. For example: `standard = stderr, network`

The valid values are described, as follows:

- `stdout`—Log events are sent to the Standard output.
- `stderr`—Log events are sent to the Standard error output.
- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the **all** log level option to the `network` output enables an application to send log events of the Standard, and Trace levels to Message Server. Debug level log events are neither sent to Message Server nor stored in the Log database.
- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of the application performance.
- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

trace

Default Value: " " (string)
Valid Values: stdout, stderr, network, memory, [filename]
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the output type to which applications send Trace and Standard level log events. For centralized logging, set this option value to `network`. You can also use a local file name or `stdout`.

Log outputs must be separated by a comma when more than one output is configured. For example, `trace = stderr, network`.

The valid values are described, as follows:

- `stdout`—Log events are sent to the Standard output.

- `stderr`—Log events are sent to the Standard error output.

- `network`—Log events are sent to Message Server, which can reside anywhere on the network. Message Server stores the log events in the Log database. Setting the **all** log level option to the `network` output enables an application to send log events of the Standard and Trace levels to Message Server. Debug level log events are neither sent to Message Server nor stored in the Log database.

- `memory`—Log events are sent to the memory output on the local disk. This is the safest output in terms of application performance.

- `[filename]`—Log events are stored in a file with the specified name. If a path is not specified, the file is created in the application's working directory.

> ### Warning
>
> Do not use the option value `network` unless requested to do so by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

verbose

Default Value: standard
Valid Values: all, debug, trace, standard, none, yes (= all), no (= none)
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether or not a log output is created and if it is, sets the minimum level of log events generated. The log events levels, starting with the highest priority level, are Standard, Trace, and Debug.

The valid values are described, as follows:

- `all`—All log events (that is, Standard, Trace, and Debug levels) are generated.

- `debug`—The same as all.

- `trace`—Log events of the Trace level and higher (that is, Standard, and Trace levels) are generated, but log events of the Debug level are not generated.

- `standard`—Log events of the Standard level are generated, but log events of the Trace, and Debug levels are not generated.

- `none`—No output is produced.

Reports Section

- Charset
- Font
- OwnerCaption
- OwnerVisible
- PageLimit

- PageLimitForCSV
- PathToAutoGeneratedReports
- RevertDiffCalculation
- ServerURL
- ShowActualHeadcount

- ShowSSGonFirstPageOnly
- TotalsInStatesReport
- x-FontPath

Charset

Default Value: " " (string)
Valid Values: Any standard code page value
Changes Take Effect: Immediately
Dependencies: None

Specifies the code page that WFM uses for fonts in generated reports.

For example, in the option value field, enter cp 1257 for a Baltic code page. If the value field is empty, WFM uses code page 1252, Latin 1.

Font

Default Value: No default value
Valid Values: Any font name that exists on the computer used to generate reports.
Changes Take Effect: Immediately
Dependencies: None

Specifies the font that WFM will use on the computer being used to generated WFM reports.

OwnerCaption

Default Value: " " (string)
Valid Values: Any string
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the default value for the report header.

You can change this option value in the **Header** field on the first window of any Report Wizard.

OwnerVisible

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

This option is mandatory.

Specifies the default value for the **Show Header** check box in the first page of all Report Wizards.

PageLimit

Default Value: 0
Valid Values: 0 and up
Changes Take Effect: Immediately
Dependencies: None

Specifies the maximum number of pages a normal report can contain.

If the number in the option value is exceeded, WFM cancels report generation. Values less than 2 specify no limit.

PageLimitForCSV

Default Value: 0
Valid Values: 0 and up
Changes Take Effect: Immediately
Dependencies: None

Specifies the maximum number of pages that a CSV-formatted report can contain.

If the number in this option value is exceeded, WFM cancels report generation. Values less than 2 specify no limit.

PathToAutoGeneratedReports

Default Value: No default value
Valid Values: A valid, accessible network path
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the network path for storing generated reports.

If this option value is not set, the generated reports are lost (not stored).

RevertDiffCalculation

Default Value: 0
Valid Values: 0, false, no, 1, true, yes
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies how the **Difference** column in the Contact Center Performance and Workforce Performance report is calculated.

By default, the **Difference** column is calculated as the **Scheduled** or **Forecasted** value minus the **Actual** value. Set this option to 1 (`true`) if you want the **Difference** column to be calculated as the **Actual** value minus the **Scheduled** or **Forecasted** value.

ServerURL

Default Value: No default value
Valid Values: URL
Changes Take Effect: Immediately
Dependencies: None

Specifies a URL for the location of the WFM Web that is used as the reports server.

For more information, see Installing WFM Web as a Report Server.

ShowActualHeadcount

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

This option is mandatory.

Specifies whether WFM displays **Actual Headcount** or **Actual Number of Agents** in the Contact Center Performance and the Workforce Performance reports.

If this option value is set to `false`, the report displays the **Actual Number of Agents** that were collected by Data Aggregator in the `wm_agents_in` option (logged in agents). If set to `true`, the report displays the **Actual Headcount**, which is the `wm_agent_minutes` option value divided by 15.

For example, if 1 agent is logged in, but works only 14 minutes per timestep, the headcount equals 0.93.

> **Important**
>
> In the Contact Center Performance Report, this condition is executed only for **Actual** data; for **Planning** data **EPerfInfoItems.PERF_ITEM_SCH_HEADCOUNT** is always shown as **Number of Agents**.

ShowSSGonFirstPageOnly

Default Value: false
Valid Values: true, false
Changes Take Effect:
Dependencies: None
Discontinued: 8.1

> **Tip**
>
> This option is discontinued and no longer in use.

Specifies whether to display the **Select Schedule State Groups** and **Schedule States** sections on each page of reports or only once, on one page.

Set this option value to `true` to disable repeated display of the **Select Schedule State Groups** and **Schedule States** sections on each page in reports. If set to `false` reports displays these sections once, on one page.

TotalsInStatesReport

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.209

Specifies how totals are calculated for the Schedule States Report and Schedule States Totals Report.

If this option value is set to `false` (default) totals are not calculated and WFM's performance is similar to 8.5.0, where WFM uses contract hours. If this option value is set to `true`, totals are calculated and WFM's performance is impacted, since generation of these reports will take a significant amount of time for large data sets.

x-FontPath

Default Value: " " (string)

Valid Values: Physcial path to a directory
Changes Take Effect: Immediately
Dependencies: None

Specifies a physical directory path where the font resides (as specified the Font configuration option).

Options Section

- AgentSessionInactiveTimeout
- AppletFont
- CustomActivities
- ExternalHelp
- HideNames

- HideTerminatedAgents
- ImportMaxFileSizeMB
- NameOrder
- NoPerformanceInSchedule
- PageCharSet

- ShowAllActivities
- SupervisorSessionInactiveTimeout
- UsePartitionedCookie

AgentSessionInactiveTimeout

Default Value: 0
Valid Values: Any positive integer
Changes Take Effect: At next login

Specifies the inactivity duration (in minutes) after which sessions time out for WFM Web for Agents.

When the **AgentSessionInactiveTimeout** option is set to a positive integer greater than 0, the agent session expires after the set duration of inactivity. However, when this option value is set to 0 (or not specified), WFM uses the value set for session-timeout in the Tomcat web.xml file.

> ### Important
> If the agent is assigned to a dual-role (can work as supervisor and as agent), then WFM uses the value of the **SupervisorSessionInactiveTimeout** option.

AppletFont

Default Value: " " (string)
Valid Values: A font name
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.215.10

Specifies the font that WFM Web will use in the JAVA subsystem.

> ### Important
>
> If this option value is not set to use a specific font, by default, WFM Web uses a font that does not display characters in some languages (such as Hebrew) in the JAVA subsystem.

CustomActivities

Default Value: " " (string)
Valid Values: Any text string up to 255 characters
Changes Take Effect: Immediately
Dependencies: The ShowAllActivities option value must be set to `false`

Specifies how WFM displays schedule details for selected agents in all views.

If this option is enabled, the custom value is displayed against the agents schedule, rather than any of the activities for which they are scheduled. This value can be set to `null`, which displays nothing in Web for Agents.

- If this option value is not defined or its value is empty (no text), then WFM Web displays a list of all activities for which the agent is scheduled.

- If this option value is a text string, WFM Web displays that text string.

- If the ShowAllActivities option value is set to `true`, this option has no effect; WFM Web displays a list of all activities for which the agent has skills.

- If the ShowAllActivities option value is set to `false`, the value replaces the list of all activities, for which the agent has skills.

ExternalHelp

Default Value: " " (string)
Valid Values: A valid URL
Changes Take Effect: Immediately
Dependencies: None
Discontinued: 8.5.218.26

> ### Important
>
> The Documentation Wikicicle is no longer supported.

Specifies the location of Genesys offline documentation.

The default value for the option is empty, unless you are running an offline PDF version of WFM Help. If that case, this field will contain a valid URL that points to the site where the PDF resides. For

example: `http://<host:port>/<applicationname>`.

Use this format, where `<host:port>` is the hostname and port number of the internal webserver that is hosting the PDF, and `<applicationname>` is the name of the directory where the PDF resides.

Do not add a backslash (/) at the end of the URL.

> ### Tip
> Use this option only if there are corporate restrictions to Internet access in your environment that make the docs.genesys.com website inaccessible to your agents and supervisors, and prevent access to the context-sensitive Workforce Management Web for Supervisors Help and Workforce Management Web for Agents Help.

HideNames

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

This option is mandatory.

Specifies whether or not agent names are displayed in the **Adherence** views in Web for Supervisors.

HideTerminatedAgents

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: None
Modified: 8.5.101

Specifies whether WFM Web should exclude agents whose termination date has passed.

To exclude these agents, set this value to `true`. If you want to view terminated agents, set this option to `false`.

> ### Important
> This option was renamed **CFG_SHOW_TERMINATED_AGENTS** in 8.5.101 and moved to WFM Web.
>
> It is now configured in WFM Web for Supervisors **About** > **Settings** dialog. See About

WFM Web in *Workforce Management Web for Supervisors Help*.

ImportMaxFileSizeMB

Default Value: 10
Valid Values: Any positive integer
Changes Take Effect: After next client login
Dependencies: None

Specifies the maximum file size (in megabytes) that can be uploaded in the **Forecast** > **Import** view in WFM Web for Supervisors.

NameOrder

Default Value: 1
Valid Values: 1, 2, 3
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies how WFM Web displays agent names in the interface.

- 1—First name is first.

- 2—Last name is first.

- 3—Last name is first, separated from the first name by a comma.

NoPerformanceInSchedule

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

This option is mandatory.

Specifies whether or not WFM automatically performs target selection and performance data retrieval in the **Schedule** > **Intra-Day** view. It can be useful in improving the WFM performance in some situations.

If this option value is set to `false`, WFM automatically performs target selection and performance data retrieval. If set to `true`, the user must explicitly select a target for performance data, otherwise, WFM does not retrieve performance data.

PageCharSet

Default Value: No default value
Valid Values: Any standard character set value
Changes Take Effect: Immediately
Dependencies: None

Specifies the character set that WFM uses for every page in WFM Web.

For example, enter x-sjis for the Japanese character set. If the option value field is empty, no character set is specified.

ShowAllActivities

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

Specifies how the **Daily Schedule** view is displayed in Web for Agents.

If this option value is set to true WFM displays all possible activities for that agent, whether scheduled or not. If set to false, WFM displays only the agent's scheduled activities.

See the CustomActivities configuration option for related functionality and find out how the **ShowAllActivities** option settings affect the it.

SupervisorSessionInactiveTimeout

Default Value: 15
Valid Values: Any positive integer
Changes Take Effect: At next login
Dependencies: Server/SessionTimeout, auth/provider

Specifies the inactivity interval for WFM Web for Supervisors before sessions time out.

When this option value is set to 0, WFM keeps the session active indefinitely. When this option is set to a positive integer greater than 0, the session expires after that duration of inactivity.

When this option is not set, the session expires after the 15 minutes of inactivity.

If the value of SupervisorSessionInactiveTimeout is less than the value of SessionTimeout, there is no dependency on the auth/provider, inactivity interval=SupervisorSessionInactiveTimeout value.

If the SupervisorSessionInactiveTimeout value is greater than the SessionTimeout value:

- if auth/provider="wfm", then the inactivity interval is equal to the SupervisorSessionInactiveTimeout value.
- if auth/provider=" " (empty string), then the inactivity interval is equal to the SessionTimeout value.

UsePartitionedCookie

Default Value: false
Valid Values: true or false
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.220.15

When the user logs into WFM Web the system generates a new session cookie. If the option is set to true, the new session cookie will be marked as partitioned and will be available even if WFM Web is embedded into another page with a different domain.

Identity Section

- ApplicationType

ApplicationType

Default Value: WFMWeb
Valid Values: WFMWeb
Changes Take Effect: Immediately
Dependencies: None
Discontinued: 8.1.3

> ### Tip
> This option is removed from the template and no longer used.

Specifies the Workforce Management component for this application.

Configure this option only if you are using an application of type **ThirdPartyServer**.

(Optional in Framework 8.x environments.)

Client Section

- ConfigServiceClientTimeout
- SOAPTimeout

ConfigServiceClientTimeout

Default Value: No default value
Valid Values: Any positive integer
Changes Take Effect: After the application restart
Dependencies: None
Introduced: 8.5.220.15

Specifies the number of seconds to wait for the response from the Configuration Server before timing out.

> ### Important
> If this option value is not set to use a specific value the default value from the third party library is 30 sec.

SOAPTimeout

Default Value: 60
Valid Values: Any positive integer
Changes Take Effect: After restart
Dependencies: None

This option is mandatory.

Specifies the time interval (in seconds) to wait for a response from WFM Server before timing out.

Adherence Section

- RefreshTime

RefreshTime

Default Value: 10
Valid Values: Any positive integer
Changes Take Effect: After next client login
Dependencies: None

This option is mandatory.

Specifies the amount of time (in seconds) between updates to the real-time agent adherence data displayed in WFM Web

AgentBidding Section

- AllowBidding

AllowBidding

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

This option is mandatory.

Specifies whether or not agent bidding is enabled as part of Schedule Bidding.

See the details in *Workforce Management Web for Supervisor Help*.

AgentCustom Section

> ### Important
> The options in this section are intend for use by Genesys Professional Services only. To ensure the the custom module appears in the Web for Agents interface, all three options in this section must be added.

- agenttag
- name
- url

agenttag

Default Value: " " (string)
Valid Values: The agent ID
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the string that is searched in the url configuration option and substituted with the agent ID from WFM. It identifies the agent, for whom the custom information is displayed.

The only valid value for this option is the agent ID. For example, `AgntID6528`.

name

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

This option is mandatory.

Specifies the name that is displayed in Web for Agents' interface together with WFM's standard modules such as, Schedule, Trading, etc.

Valid values for this option can be any name. For example, `My Adherence`.

url

Default Value: No default value
Valid Values: Any valid URL
Changes Take Effect:
Dependencies: None

This option is mandatory.

Specifies the URL that points to a third-party application that opens and displays the custom page when the custom module is selected.

Valid values for this option can be any URL. For example, `http://www.customapps.com/agenttag.`

AgentSchedule Section

- AccessLevel
- AllowAccessToCarpools
- AllowAccessToOthersSchedule
- AllowInsertExceptions
- CommitAgentInsertedExceptions
- LimitScheduleDetails
- SaveAsynchronously

AccessLevel

Default Value: 2
Valid Values: 1, 2, 3
Changes Take Effect: Immediately
Dependencies: None

Specifies which filtering options appear in the Other Schedules view in Web for Agents UI and how much data an agent can see. (The **People I work with** view is always visible.)

Enter a valid value to specify which other options are available:

- 1—My Team
- 2—My Team and My Site
- 3—My Team, My Site, and My Business Unit

> **Tip**
>
> When running WFM Server 8.5.207 or later with WFM Web, use this configuration option to control agents' schedule trading options (who they can trade with). When running WFM Server 8.5.206 or earlier with Web, use the **[AgentTrading] TradeOnlyInsideTeam** configuration option to control agents' schedule trading options.

AllowAccessToCarpools

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

Specifies whether or not agents can access Shared Transportation functionality.

If this option value is set to `true`, agents can access Shared Transportation functionality in the Web for Agents **My Schedule** view, sidebar, and other locations. If set to `false` or not set, Shared Transport functionality is disabled.

> ### Important
> Shared Transport functionality for supervisors is not enabled or disabled by using this configuration option. To enable Shared Transport for superviosrs, see Roles in the *Workforce Management Web for Supervisors Help*.

AllowAccessToOthersSchedule

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

Specifies whether or not agents can see other agents' schedules.

If this option value is set to `true`, agents can see other agents' schedules in the **Other Schedules** view in the Web for Agents **Schedule** module.

AllowInsertExceptions

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

This option is mandatory.

Specifies whether or not agents can add Exceptions to their schedule.

If this option value is set to `true`, agents can access the **Add Exception** button and its underlying functionality in the Web for Agents **My Schedule** view.

CommitAgentInsertedExceptions

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: Enabled only if AllowInsertExceptions is set to `true`

Specifies whether or not WFM commits Exceptions to the schedule when inserted by agents.

If this option value is set to true, Exceptions that are inserted by an agent are committed to the schedule or inserted pending approval by a supervisor.

LimitScheduleDetails

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

Specifies whether or not WFM replaces the actual names of non-tradeable Exceptions and Time-Off items with generic names in the Web for Agents **Other Schedules** view. Administrators use this feature to hide sensitive information, if required.

If this option value is set to true, WFM replaces the actual names of non-tradeable Exceptions and Time-Off items with generic names in the Web for Agents. If this option value is set to false, WFM displays the actual names of Exception and Time-Off.

SaveAsynchronously

Default Value: true
Valid Values: true, false
Changes Take Effect: after re-login

Specifies whether the modal progress dialog box appears on each save operation of agent's schedule (value is set to true) or not (value is set to false).

AgentTimeOff Section

- AllowEnterFullDayStartEnd
- AllowEnterPaidTime

- AllowTimeOffPlanner
- AllowWaitList

- SeparateStartEndForEachDay

AllowEnterFullDayStartEnd

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

Specifies whether or not agents can specify start and end times in full-day time-off requests.

If this option value is set to true or if the option is not set, agents can specify start and end times in full-day time-off requests.

AllowEnterPaidTime

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

Specifies whether or not agents can specify the number of paid hours to deduct when creating or editing full-day time-off requests.

If this option value is set to true, agents can specify the number of paid hours to deduct when creating or editing full-day time-off requests in the **Time-Off Request** view.

AllowTimeOffPlanner

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

This option is mandatory.

Specifies whether or not the Time-Off Planner is visible in WFM Web for Agents interface.

If this option value is set to `true`, the Time-Off Planner is visible in WFM Web for Agents.

AllowWaitList

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

Specifies whether or not agents can submit time-off requests to be wait-listed.

> ### Tip
> This option is applicable to WFM Web for Agents (Classic) only and must be added manually. It is deprecated in 8.5.205 and later releases of WFM Web for Agents.

If this option value is set to `true` and agents submit time-off requests that violate time-off limits, they can submit the time-off request for wait-listing. If this option value is set to `false`, agents are not permitted to submit time off for wait-listing.

> ### Important
> Even when this option is set to `false`, a supervisor can wait-list a time-off request when adding or editing the item through the WFM Calendar. However, if the agent subsequently edits the wait-listed time-off item, the status changes, and the item is no longer wait-listed.

SeparateStartEndForEachDay

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

Specifies whether or not agents can define separate (and different) start and end times for each full day in time-off requests that span multiple days.

If this option is set to `true`, agents can define separate (and different) start and end times for each full day in time-off requests that span multiple days. If this option is set to `false` or not set, agents can define only identical start and end times for full days in time-off requests.

AgentPreferences Section

- AllowPreferences

AllowPreferences

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

This option is mandatory.

Specifies whether or not the Preferences module is displayed in the WFM Web for Agents user interface.

AgentTrading Section

- AllowAccessToOthersSchedule
- AllowNoComments
- AllowScheduleTrading
- TradeOnlyInsideTeam

AllowAccessToOthersSchedule

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: AllowScheduleTrading

This option is mandatory.

Specifies whether or not agents can see other agents' schedules in the **Schedule** > **Trading** view in WFM Web for Agents.

If this option value is set to true, agents can see other agents' schedules in the **Schedule** > **Trading** view.

> **Tip**
> You must first enable schedule trading for agents. See the AllowScheduleTrading configuration option.

AllowNoComments

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

Specifies whether or not agents can enter comments when working with shift trades.

If this option value is set to true, agents cannot enter comments while working with shift trades.

AllowScheduleTrading

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

This option is mandatory.

Specifies whether or not the Trading functionality is enabled for agents.

If set to `true`, trading is enabled and the **Trading** module is visible to agents in the WFM Web for Agents interface. If set to `false`, trading functionality is disabled and does not appear in the agent's UI.

TradeOnlyInsideTeam

Default Value: true
Valid Values:
Changes Take Effect: Immediately
Dependencies: AllowScheduleTrading, AllowAccessToOthersSchedule

This option is mandatory.

Specifies which schedules agents can see.

If this option value is set to `true`, agents see only schedules of other agents who are in the same team. If set to `false`, agents see schedules of other agents who belong to the same site.

> **Tip**
>
> When running WFM Server 8.5.206 or earlier with WFM Web, use this configuration option to control agents' schedule trading options (with whom they can trade). When running WFM Server 8.5.207 or later with Web, use the **[AgentSchedule]** AccessLevel configuration option to control agents' schedule trading options.