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Workforce Management

Web

4/22/2025

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 |

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|---------------|-------------------------------|------------------|-------------------------------|
| 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 | NotificationsMultiLang | false | After next client login |
| 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 |
| Section | Option | Default | Changes Take Effect |

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|---------|----------------------------------|------------------|-------------------------|
| Options | CustomActivities | " " (string) | Immediately |
| 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 | RunJavaStandalone | 1 | After next client login |
| 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 |