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Workforce Management

Workforce Management Options Reference

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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