Workforce Management Administrator's Guide

Creating New Configuration Sections and Options

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Creating New Configuration Sections and Options

The settings you can configure on the 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.

Important

When viewing WFM configuration options templates, you might see options beginning with `x-` (for example, `x-<option name>`). 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.

Tip

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.

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:

<multistep> |-| 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

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