GENESYS

Workforce Management
Administrator's Guide

WFM Web Options

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Contents

WFM Web Options

From the `Options` tab you can modify the default WFM Web configuration settings. The tab contains eleven sections. The options in each of these sections are described below.

`Adherence` Section

RefreshTime
Type: Mandatory
Default Value: 10
Valid Value: Any positive integer
Dependencies: None

Specifies the amount of time, in seconds, between updates to the real-time agent adherence data displayed in WFM Web.

`AgentBidding` Section

AllowBidding
Type: Mandatory
Default Value: `true`
Valid Value: `true, false`
Dependencies: None

Enables agent bidding as part of Schedule Bidding. See *WFM Web for Supervisors Help* for details.

`AgentCustom` Section

name
Type: Mandatory
Default Value: none
Valid Value: Any name. For example, My Adherence.
Dependencies: None

Specifies the name that is displayed in Web for Agents' interface together with WFM's standard modules such as, Schedule, Trading, etc.

url
Type: Mandatory
Default Value: none

Valid Value: Any URL. For example, http://www.customapps.com/agenttag.
Dependencies: None

Specifies the URL that points to a third-party application that opens and displays the custom page when the custom module is selected.

agenttag
Type: Mandatory
Default Value: string
Valid Value: The agent ID. For example, AgntID6528.
Dependencies: None

Specifies the string that is searched in the url option and substituted with the agent ID from WFM. It identifies the agent, for whom the custom information is displayed.

> ### Important
>
> All three options must be added for the custom module to appear in the Web for Agents interface.

AgentPreferences Section

AllowPreferences
Type: Mandatory
Default Value: true
Valid Value: `true`, `false` Dependencies: None

Controls whether or not `Preferences` will appear in the agent part of WFM Web.

AgentSchedule Section

AccessLevel
Type: Optional
Default Value: 2
Valid Values: 1, 2, 3
Dependencies: None

Controls which filtering options appear in the `Other Schedules` view and how much data an agent can see. (The option `People I work with` is always present.) 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`

AllowAccessToOthersSchedule
Type: Optional
Default Value: `true`
Valid Values: `true`, `false`
Dependencies: None

If this option value is set to `true`, agents can see other agents' schedules in the `Other Schedule` tab of the *WFM Web for Agents* `Schedule` view.

AllowAccessToCarpools
Type: Optional
Default Value: `true`
Valid Values: `true`, `false`
Dependencies: None

If this option value is set to `true`, agents can access Shared Transportation functionality—in the *WFM Web for Agents* `My Schedule` tab `Sidebar`, and other locations. If set to `false` or absent from the configuration, all carpool functionality is disabled for this installation of WFM 8.1.

Important

Shared Transportation functionality for Supervisors is not enabled or disabled by using this configuration option. See WFM Web > Configuration > Roles. *Carpools* and *carpooling* are common words in the United States for shared transportation, but they do not describe busses and other forms of shared transportation.

AllowInsertExceptions
Type: Optional
Default Value: `false`
Valid Values: `true`, `false`
Dependencies: None

If this option value is set to `true`, agents can access the `Add Exception` button—and its underlying functionality—in the *WFM Web for Agents* `My Schedule` tab.

CommitAgentInsertedExceptions
Type: Optional
Default Value: `false`
Valid Values: `true`, `false`
Dependencies: Enabled only if `AllowInsertExceptions` is set to `true`

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.

`AgentTimeOff` Section

AllowEnterFullDayStartEnd
Type: Optional
Default Value: `true`

Valid Values: `true`, `false`
Dependencies: None

Set this option value to `false` to disable an agent's ability to specify the start and end of a full-day time off. Omit this option or set the value to `true` to enable that ability.

AllowEnterPaidTime
Type: Optional
Default Value: `false`
Valid Values: `true`, `false`
Dependencies: None

Controls whether an agent can specify a the number of paid hours to deduct, when creating or editing a full-day time-off request in the `Time Off Request` view.

AllowTimeOffPlanner
Type: Mandatory
Default Value: `true`
Valid Value: `true`, `false`
Dependencies: None

Controls whether or not the time off planner appears in the agent part.

AllowWaitList
Type: Mandatory
Default Value: `true`
Valid Values: `true`, `false`
Dependencies: None

Controls whether the `Wait-List` check box—and the option that it represents—appears in the `Inserting New Time Off Items` dialog box when an agent is requesting time off.

Important

Even when this option is set to `false`, a supervisor may wait-list a timeoff request when adding or editing the item through the WFM Calendar. However, if the agent subsequently edits such a wait-listed time-off item, the status changes, and the item is no longer wait-listed.

SeparateStartEndForEachDay
Type: Optional
Default Value: false
Valid Values: true, false
Dependencies: None

If this option value is set to `true`, an agent can define a separate (and different) start and end times for each full day in a new time-off request that spans multiple days. If this option value is omitted or set to `false`, an agent can define only identical start and end times for all full days in a new time-off request that spans multiple days.

AgentTrading Section

AllowNoComments
Type: Optional
Default Value: false
Valid Value: true, false
Dependencies: None

If this option value is set to true, agents do not have the ability to enter comments while working with trades.

AllowAccessToOthersSchedule
Type: Mandatory
Default Value: true
Valid Value: true, false
Dependencies: AllowScheduleTrading

If this option value is set to true, agents can see other agents' schedules in the Schedule tab of the WFM Web for Agents Trading view.

AllowScheduleTrading
Type: Mandatory
Default Value: true
Valid Value: true, false
Dependencies: None

If this option value is set to true, trading functionality is enabled for agents. If set to false, trading functionality is disabled and Trading is not available in the WFM Web for Agents menu.

TradeOnlyInsideTeam
Type: Mandatory
Default Value: true
Valid Value: true, false
Dependencies: AllowScheduleTrading, AllowAccessToOthersSchedule

Controls the type of schedules that an agent can see. If this option value is set to true, agents see schedules only of other agents who are in the same team. If set to false, agents see schedules of all agents who belong to the same site.

Client Section

SOAPTimeout
Type: Mandatory
Default Value: 60
Valid Value: Any positive integer
Dependencies: None

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

Identity Section

ApplicationType
Type: Optional in a Framework 8.x environment.
Default Value: WFMWeb
Valid Value: WFMWeb
Dependencies: None

Specifies Workforce Management component for which this application is used. Configure this optioin only if you are using an application of the type `ThirdPartyServer`.

Log Section

all
Type: Mandatory
Default Value: `stdout`
Valid Values: log output types, such as `stdout`, `stderr`, `syslog`, `network`, <filename>
Dependencies: None

Specifies that log events of all levels, Standard, Trace, and Debug, are to be sent to the listed outputs.

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

buffering
Type: Mandatory
Default Value: `false`
Valid Values: `true`, `false`
Dependencies: None

Specifies whether system file buffering is turned on (`true`) or off (`false`).

debug
Type: Mandatory
Default Value: `stdout`
Valid Values: log output types, such as `stdout`, `stderr`, `syslog`, `network`, <filename>
Dependencies: None

Specifies that log events of the Debug level are to be sent to the listed outputs.

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

expire
Type: Mandatory
Default Value: `false`
Valid Values: `false`, <number>, <number> file, <number> day
Dependencies: None

Sets the expiration mode for old segments. The number to be stored cannot be less than 1 file or 1 day or more than 100 files or 100 days. A value of No indicates that files do not expire.

segment
Type: Mandatory
Default Value: `false`
Valid Values: `false`, <number>, <number>KB, <number>MB, <number>Hr
Dependencies: None

Sets the maximum size (in KB, MB, or hours) of the log file segment, after which a new segment is created. The default size is in KB. The number (<number>) cannot be less than 100 KB or less than one hour. A value of No indicates no segmentation of the log file.

standard
Type: Mandatory
Default Value: `stdout`
Valid Values: log output types, such as `stdout`, `stderr`, `syslog`, `network`, <filename>
Dependencies: None

Specifies that log events of the Standard level are to be sent to the listed outputs. For centralized logging, use a value of `network`. You can use a local file name as the value, `stdout`, or `network`.

trace
Type: Mandatory
Default Value: `stdout`
Valid Values: log output types, such as `stdout`, `stderr`, `syslog`, `network`, <filename>
Dependencies: None

Specifies that log events of the Trace level are to be sent to the listed outputs. For centralized logging, use `network`. You can use a local file name as the value, `stdout`, or `network`.

verbose
Type: Mandatory
Default Value: `all`
Valid Values: `all`, `trace`, `standard`, none, yes (= all), no (= none)
Dependencies: None

Filters the output of log messages, based on their assigned priority.

- `all`—Enables output of all messages to the log file

- `Trace`—Enables informational and error messages and disables debug messages

- `Standard`—Enables error messages only and disables informational and debug messages

- `None`—Disables all messages.

`Options` Section

CustomActivities
Type: Optional
Default Value: none
Valid Value: a text string up to 255 characters
Dependencies: The ShowAllActivities option value must be set to `false`.

Controls the display of the selected agent in the `Main`, `Schedule Details`, and `Printing` views). When 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.

HideNames
Type: Mandatory
Default Value: `false`
Valid Value: `true`, `false`
Dependencies: None

Specifies whether or not agent names are displayed in the `Adherence` views.

NameOrder
Type: Mandatory
Default Value: 1
Valid Value: 1, 2, 3
Dependencies: None

Determines how WFM Web presents agent names.

- 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.

NoPerformanceInSchedule
Type: Mandatory

Default Value: `false`
Valid Value: `true`, `false`
Dependencies: None

Controls whether or not target selection and performance data retrieval is automatic 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` (the default), target selection and performance data retrieval is automatic. If set to `true`, the user must explicitly select a target for performance data, or else no performance data is retrieved.

OpenHoursCellColor
Type: Optional
Default Value: FFCC00 (hot yellow)
Valid Value: Any standard hex code value for a color. For example, D3D3D3 is light gray.
Dependencies: None

Specifies the color of the background in the opening hours cells of `Forecast views`. The default value applies if you omit this option.

PageCharSet
Type: Optional
Default Value: No default value
Valid Value: Any standard character set value. For example, enter `x-sjis` for the Japanese character set. Dependencies: None

Specifies the character set that every page in WFM Web employs. If empty, no character set is specified.

ShowAllActivities
Type: Optional
Default Value: `false`
Valid Values: `true`, `false`
Dependencies: None

Specifies how the `Daily Schedule` pane is displayed in WFM Web for Agents. Set this option value to `false` to have only the agent's scheduled activities displayed. Set it to `true` to create a display containing all possible activities for that agent, whether scheduled or not.

See the option `CustomActivities` for related functionality.

Table: The affect of `ShowAllActivities` settings on `CustomActivities`

Statistics	Definition
true	any value
false	empty
false	text

Reports Section

Charset

Type: Optional
Default Value: No default value
Valid Values: Any standard code page value. For example, enter cp1257 for a Baltic code page.
Dependencies: None

Specifies the code page to be used for fonts in generated reports. If empty, code page 1252, Latin 1, is used.

Font
Type: Optional
Default Value: No default value
Valid Value: Any font name that exists on the computer used to generate reports.
Dependencies: None

Specifies the font name to be used in on the computer used to generated WFM reports.

x-FontPath
Type: Optional
Default Value: No default value
Valid Value: Physical path
Dependencies: None

Physical directory path where the font resides (as specified above in Reports/Font).

OwnerCaption
Type: Mandatory
Default Value: No default value
Valid Value: Any string
Dependencies: None

Provides the default value for the report header. You can change this value in the Header field on the first window of any Report Wizard.

OwnerVisible
Type: Mandatory
Default Value: `false`
Valid Value: `true, false`
Dependencies: None

Provides the default value for the Show Header check box in the first page of all Report Wizards.

PageLimit
Type: Optional
Default Value: 0
Valid Value: 0 and up
Dependencies: None

Specifies the maximum number of pages a normal report can contain. If this number is exceeded, report generation is cancelled. Values less than 2 specify no limit.

PageLimitForCSV
Type: Optional
Default Value: 0
Valid Value: 0 and up
Dependencies: None

Specifies the maximum number of pages that a CSV-friendly report can contain. If this number is exceeded, report generation is cancelled. Values less than 2 specify no limit.

PathToAutoGeneratedReports
Type: Mandatory
Default Value: None
Valid Value: a valid and accessible network path
Dependencies: None

Specifies the network path for storing generated reports. If this value is not set, then generated reports are lost (not stored at all).

RevertDiffCalculation
Type: Mandatory
Default Value: 0, `false`, no
Valid Value: 0, `false`, no, 1, `true`, yes
Dependencies: None

By default, the `Difference` column in the Contact Center Performance and Workforce Performance reports 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
Type: Optional
Default Value: No default value
Valid Value: URL
Dependencies: None

A URL for the location of the WFM Web that is used as the reports server. For more information, see Installing WFM Web as Report Server.

ShowActualHeadcount
Type: Mandatory
Default Value: false
Valid Values: true, false
Dependencies: None

Applies to the Contact Center Performance Report and the Workforce Performance Report. 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. Dependencies: None

> **Important**
>
> For CCPR, this condition is executed only for Actual data; for Planning Data `EPerfInfoItems.PERF_ITEM_SCH_HEADCOUNT` is always shown as `Number of Agents`.

ShowSSGonFirstPageOnly

Type: Optional
Default Value: false
Valid Value: true, false
Dependencies: None

Set this option value to `true` to disable repeated display of the `Select Schedule State Groups` and `Schedule States` section on each page of all reports. If disabled (set to `true`) the report will display the complete list once, and then never repeat it.