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# Workforce Management

Options Section

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## Options Section

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### 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.