Workforce Management

ConfigService Section

5/9/2025

ConfigService Section

- CachePreloadTimeout
- MinCacheSize
- SynchronizationTimeout

CachePreloadTimeout

Default Value: -1
Valid Values: -1, process is turned off.
Changes Take Effect: Immediately
Dependencies: MinCacheSize

Specifies the time (in minutes) it takes to preload data into the cache. Data is preloaded up to the amount specified in MinCacheSize.

MinCacheSize

Default Value: 0
Valid Values: Any positive integer.
Changes Take Effect: Immediately
Dependencies: None

Specifies the minimum size (in MB) of the Configuration cache. The cache is preloaded up to the minimum size.

SynchronizationTimeout

Default Value: -1
Valid Values: -1, process is turned off.
Changes Take Effect: Immediately
Dependencies: None

Specifies the time (in minutes) it takes for WFM Server to synchronize with Genesys Configuration Server.

When this option value is set to -1, the is turned on.