Workforce Management

Reports Section

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Reports Section

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Charset

Default Value: " " (string)
Valid Values: Any standard code page value
Changes Take Effect: Immediately
Dependencies: None

Specifies the code page that WFM uses for fonts in generated reports.

For example, in the option value field, enter cp 1257 for a Baltic code page. If the value field is empty, WFM uses code page 1252, Latin 1.

Font

Default Value: No default value
Valid Values: Any font name that exists on the computer used to generate reports.
Changes Take Effect: Immediately
Dependencies: None

Specifies the font that WFM will use on the computer being used to generated WFM reports.

OwnerCaption

Default Value: " " (string)
Valid Values: Any string
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the default value for the report header.

You can change this option value in the **Header** field on the first window of any Report Wizard.

OwnerVisible

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

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

PageLimit

Default Value: 0
Valid Values: 0 and up
Changes Take Effect: Immediately
Dependencies: None

Specifies the maximum number of pages a normal report can contain.

If the number in the option value is exceeded, WFM cancels report generation. Values less than 2 specify no limit.

PageLimitForCSV

Default Value: 0
Valid Values: 0 and up
Changes Take Effect: Immediately
Dependencies: None

Specifies the maximum number of pages that a CSV-formatted report can contain.

If the number in this option value is exceeded, WFM cancels report generation. Values less than 2 specify no limit.

PathToAutoGeneratedReports

Default Value: No default value
Valid Values: A valid, accessible network path
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies the network path for storing generated reports.

If this option value is not set, the generated reports are lost (not stored).

RevertDiffCalculation

Default Value: 0
Valid Values: 0, false, no, 1, true, yes
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies how the **Difference** column in the Contact Center Performance and Workforce Performance report is calculated.

By default, the **Difference** column 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

Default Value: No default value
Valid Values: URL
Changes Take Effect: Immediately
Dependencies: None

Specifies a URL for the location of the WFM Web that is used as the reports server.

For more information, see Installing WFM Web as a Report Server.

ShowActualHeadcount

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies whether WFM displays **Actual Headcount** or **Actual Number of Agents** in the Contact Center Performance and the Workforce Performance reports.

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.

> **Important**
>
> In the Contact Center Performance Report, this condition is executed only for **Actual** data; for **Planning** data **EPerfInfoItems.PERF_ITEM_SCH_HEADCOUNT** is always shown as **Number of Agents**.

ShowSSGonFirstPageOnly

Default Value: false
Valid Values: true, false
Changes Take Effect:
Dependencies: None
Discontinued: 8.1

> **Tip**
>
> This option is discontinued and no longer in use.

Specifies whether to display the **Select Schedule State Groups** and **Schedule States** sections on each page of reports or only once, on one page.

Set this option value to `true` to disable repeated display of the **Select Schedule State Groups** and **Schedule States** sections on each page in reports. If set to `false` reports displays these sections once, on one page.

TotalsInStatesReport

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: None
Introduced: 8.5.209

Specifies how totals are calculated for the Schedule States Report and Schedule States Totals Report.

If this option value is set to `false` (default) totals are not calculated and WFM's performance is similar to 8.5.0, where WFM uses contract hours. If this option value is set to `true`, totals are calculated and WFM's performance is impacted, since generation of these reports will take a significant amount of time for large data sets.

x-FontPath

Default Value: " " (string)

Valid Values: Physcial path to a directory
Changes Take Effect: Immediately
Dependencies: None

Specifies a physical directory path where the font resides (as specified the Font configuration option).