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Workforce Management Administrator's Guide

WFM Web Options

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.

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.

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AgentSchedule Section

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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: false
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 Configuration Utility > Configuration > User Security. *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.

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AgentTimeOff Section

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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.

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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: [[OpTbWeb#ASchTrdAllowScheduleTrading]], 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.

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Client Section

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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.

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Identity Section

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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 option only if you are using an application of the type ThirdPartyServer.

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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.

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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.

HideTerminatedAgents

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

Specifies whether or not WFM Web excludes agents whose termination date has passed. To exclude these agents, set this option value to `true`. If you want to view terminated agents, set this option value to `false`.

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

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Reports Section

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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: falseInsert text
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 “[[Install WFM Web as Report Server]]” on page 116.

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.

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