



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management

Functionality Section

5/11/2025

Functionality Section

- **ClassicAgent**
- **InsertPayback**
- **InsertPaybackException**
- **NewAgent**
- **NewSupervisor**
- **NotificationsMultiLang**
- **PreventFraming**
- **SystemInformation**
- **useRolesSecurity**

ClassicAgent

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: **NewAgent**

Introduced: 8.5.214.14

In coordination with the **NewAgent** option, specifies whether the Classic WFM Agent interface is available.

This option combines with the setting for the **NewAgent** option in the following ways:

- **NewAgent** = true, **ClassicAgent** = false
 - After an agent logs in, only the Agent UI is available. The option enabling agents to switch to the Classic UI is absent in the **Log off** drop-down menu.
- **NewAgent** = false, **ClassicAgent** = false
 - After an agent logs in, only the Agent UI is available. The option enabling agents to switch to the Classic UI is absent in the **Log off** drop-down menu.
- **NewAgent** = false, **ClassicAgent** = true
 - After an agent logs in, only the Classic Agent UI is available.
- **NewAgent** = true, **ClassicAgent** = true
 - After an agent logs in, the Agent UI opens but the option enabling agents to switch to the Classic UI is present in the **Log off** drop-down menu.

Tip

Switching to the Classic Agent UI from the Agent UI is applicable only to that log-in session. At the next log in, the Agent UI will be presented. If Classic Agent UI is always

to be the interface of choice, configure these options as in the third bullet item above.

InsertPayback

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: [InsertPaybackException](#)

Introduced: 8.5.212.13

Specifies whether or not agents can insert Payback into schedules without adding an Exception to make up for lost work time.

If this option value is set to true this functionality is enabled and agents can insert Payback without adding an Exception. If this option value is set to false this functionality is disabled and agents cannot insert Payback without adding an Exception.

This option takes effect only if the [InsertPaybackException](#) is set to true. If [InsertPaybackException](#) is disabled (set to false), then **InsertPayback** is disabled (set to false).

InsertPaybackException

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

Specifies whether or not users can insert Payback Exceptions into schedules to make up for lost work time.

Setting this option value to true enables this functionality and user can insert Exceptions with payback into schedules. Setting this option value to false disables this functionality and user cannot insert these Exception types into schedules.

NewAgent

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: [ClassicAgent](#)

Introduced: 8.5.205.07

Modified: 8.5.214.14

In coordination with the **ClassicAgent** option, specifies whether the latest, redesigned WFM Agent interface is turned on or off.

This option combines with the setting for the **ClassicAgent** option in the following ways:

- **NewAgent** = true, **ClassicAgent** = false
 - After an agent logs in, only the Agent UI is available. The option enabling agents to switch to the Classic UI is absent in the **Log off** drop-down menu.
- **NewAgent** = false, **ClassicAgent** = false
 - After an agent logs in, only the Agent UI is available. The option enabling agents to switch to the Classic UI is absent in the **Log off** drop-down menu.
- **NewAgent** = false, **ClassicAgent** = true
 - After an agent logs in, only the Classic Agent UI is available.
- **NewAgent** = true, **ClassicAgent** = true
 - After an agent logs in, the Agent UI opens but the option enabling agents to switch to the Classic UI is present in the **Log off** drop-down menu.

Tip

Switching to the Classic Agent UI from the Agent UI is applicable only to that log-in session. At the next log in, the Agent UI will be presented. If Classic Agent UI is always to be the interface of choice, configure these options as in the third bullet item above.

NewSupervisor

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: [auth] **provider** configuration

Introduced: 8.5.214.14

Specifies whether or not the **New UI** setting displays in the WFM Web for Supervisors (Classic) interface, providing user access to the latest Forecast user interface (UI).

If this option value is set to true, the **New UI** setting displays in the Supervisors (Classic) UI. If this option value is set to false, the **New UI** setting is not visible in the Supervisors (classic) UI.

Important

To display the **New UI** button and make the new Forecast interface accessible to users, the [auth] **provider** option must be set to wfm. Also, if **provider** is set in one WFM application, it must be set in all of them (WFM Web, Server, Builder, Data Aggregator).

NotificationsMultiLang

Default Value: false

Valid Values: true, false

Changes Take Effect: After next client login

Introduced: 8.5.220.37

Specifies whether to enable multi-language support for email notifications.

If this option is set to `true`, WFM Web saves information about the user's browser language when notification is created or modified by supervisor.

Notes:

- Browser's language is saved only if corresponding localization package is installed for WFM Web, else the browser's language is saved as English.
- WFM Daemon uses the language information for translation of statuses in email notifications to the required language.
- Translation is done if corresponding localization package is installed for WFM Daemon. Otherwise statuses are sent in English.
- WFM Daemon 8.5.220.07 or higher is required for this functionality. Save all existing notification objects in the UI after WFM Web upgrade for changes to take effect.

PreventFraming

Default Value: true

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

Specifies whether the HTTP header **X-Frame-Options** is added to all JSP pages served by WFM Web.

If this option value is set to `true`, the header is added and prevents WFM Web pages from loading in the frame being used by the site and served from another domain. WFM Web pages served from the same domain as the one in the frame are allowed.

Use this option as protection from clickjacking.

Tip

Clickjacking, also known as "UI redress attack", is a malicious technique that tricks a Web user into clicking on a button or link on another page when they intended to click on the the top level page, thereby hijacking clicks and routing them a page, most likely owned by another application, domain, or both.

SystemInformation

Default Value: 0

Valid Values: 0, 1, 2

Changes Take Effect: After next login

Dependencies: NewSupervisor

Introduced: 8.5.219.20

Specifies if the **System information** option is available in the user's menu in the NewSupervisor interface. This option enables the user to view and monitor the status of connected WFM components.

The **value** can be set to control if the option is available in the user's menu and how much information is displayed, where:

- 0 = (default) Do not show the **System Information** option in the user's menu.
- 1 = Display minimal information. The health status of each connected WFM component is displayed (Pass, Failed, Warning).
- 2 = Display detailed information. The health status of each connected WFM component is displayed (Pass, Failed, Warning). Each component can also be expanded to show additional information about the services that are active for that component.

useRolesSecurity

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

Specifies the functionality that is accessible to agents in WFM Web for Agents.

If this option value is set to `true`, WFM Web ignores Web for Agents-related application settings and instead, uses the role settings configured in Genesys Administrator Extension (GAX) to determine what functionality agents can access. If this option value is set to `false` (default), WFM Web uses Web for Agents-related application settings.

Unlike application options that are applicable to all agents, this functionality allows administrators to control Web for Agents functionality for each agent individually or groups of agents.

To learn more about how WFM controls agent access in WFM Web, see [Managing WFM Roles and Privileges in GAX](#).