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# 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:** Physical 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).