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Workforce Management

Options Section

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EnableTOoverlap

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

Introduced: 8.5.003.18

Specifies whether WFM Builder allows breaks and meals to be scheduled during part-day paid time-off.

When this option value is set to true, WFM Builder allows breaks and meals to be scheduled during part-day paid time-off. When set to false, WFM Builder does not allow breaks and meals to be scheduled during part-day paid time-off.

Tip

This option is not included in the template by default. You must create it yourself. For instructions about how to create new options, see [Creating New Configuration Sections and Options](#).

LimitOpenHoursByRequirement

Default Value: False

Valid Values: True, False

Changes Take Effect: Immediately

Dependencies: None

Introduced: 8.5.212.11

Specifies how WFM Builder schedules coverage for periods when an activity has staffing forecast.

If the option value is set to `true`, WFM Builder schedules coverage only for periods when an activity is forecast. If this option value is set to `false`, WFM Builder builds schedules based on activity open hours, regardless of the presence or absence of staffing requirement.

Tip

This option is not included in the template by default. You must create it yourself.

If this option is not set, WFM Builder builds schedules based on activity open hours, regardless of the presence or absence of staffing requirement.

For instructions about how to create new options, see [Creating New Configuration Sections and Options](#).

MaxSchedulingThreadPoolSize

Default Value: 0

Valid Values: 1, 0

Changes Take Effect: Immediately

Dependencies: None

Specifies a limit for the maximum number of CPU cores that WFM Builder will use when scheduling multi-site schedule scenarios.

If the value is missing or is set to anything less than 1, WFM Builder will use the maximum number of available CPU cores for its (scheduling) processes. The number of CPU cores that WFM Builder might use depends on the number of sites that are in the Schedule Scenario.

WFM Builder can schedule a multi-site scenario, using a separate CPU core for each site. If there are ten sites in the Schedule Scenario, then Builder can use ten CPU cores for scheduling.

MultiSiteActivitiesEnabled

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

When configuring multi-site activities, specifies that Builder will use multi-site staffing requirements when building multi-site schedule scenarios. If this option value is set to `true` WFM Builder uses the staffing requirements of multi-site activities. If the value is set to `false` WFM Builder uses the staffing requirements of related-site activities.

NameOrder

Default Value: 1

Valid Values: 1, 2, 3

Changes Take Effect: Immediately
Dependencies: None

This option is mandatory.

Specifies how WFM Builder presents agent names in warning and error messages. If this option is set to:

- 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.

PreserveMarkedTime

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

Specifies whether or not agent days that have marked time are excluded from Intra-Day reoptimization.

If this option is set to `true` agent days that have Marked Time are excluded from Intra-Day reoptimization. If set to `false` (or empty), agent days that have Marked Time are included in Intra-Day reoptimization.

Special100ShiftCheck

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately
Dependencies: None
Discontinued: 8.1.3

Specifies the shift limit for WFM Builder.

If the option value is set to `true`, the shift limit is 100 shifts. If set to `false` (or empty) the shift limit is 500 shifts.

Important

WFM displays Error 43 if your configuration violates the current shift limit.