



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

ConfigService Section

12/14/2025

ConfigService Section

- **CachePreloadTimeout**
- **MinCacheSize**
- **SynchronizationTimeout**

CachePreloadTimeout

Default Value: -1

Valid Values: -1, process is turned off.

Changes Take Effect: Immediately

Dependencies: **MinCacheSize**

Specifies the time (in minutes) it takes to preload data into the cache. Data is preloaded up to the amount specified in **MinCacheSize**.

MinCacheSize

Default Value: 0

Valid Values: Any positive integer.

Changes Take Effect: Immediately

Dependencies: None

Specifies the minimum size (in MB) of the Configuration cache. The cache is preloaded up to the minimum size.

SynchronizationTimeout

Default Value: -1

Valid Values: -1, process is turned off.

Changes Take Effect: Immediately

Dependencies: None

Specifies the time (in minutes) it takes for WFM Server to synchronize with Genesys Configuration Server.

When this option value is set to -1, the is turned on.