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Workforce Management

Options Section

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Options Section

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AgentSessionInactiveTimeout

Default Value: 0

Valid Values: Any positive integer

Changes Take Effect: At next login

Specifies the inactivity duration (in minutes) after which sessions time out for WFM Web for Agents.

When the **AgentSessionInactiveTimeout** option is set to a positive integer greater than 0, the agent session expires after the set duration of inactivity. However, when this option value is set to 0 (or not specified), WFM uses the value set for session-timeout in the Tomcat web.xml file.

Important

If the agent is assigned to a dual-role (can work as supervisor and as agent), then WFM uses the value of the **SupervisorSessionInactiveTimeout** option.

AppletFont

Default Value: " " (string)

Valid Values: A font name

Changes Take Effect: Immediately

Dependencies: None

Introduced: 8.5.215.10

Specifies the font that WFM Web will use in the JAVA subsystem.

Important

If this option value is not set to use a specific font, by default, WFM Web uses a font that does not display characters in some languages (such as Hebrew) in the JAVA subsystem.

CustomActivities

Default Value: " " (string)

Valid Values: Any text string up to 255 characters

Changes Take Effect: Immediately

Dependencies: The [ShowAllActivities](#) option value must be set to false

Specifies how WFM displays schedule details for selected agents in all views.

If 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.

ExternalHelp

Default Value: " " (string)

Valid Values: A valid URL

Changes Take Effect: Immediately

Dependencies: None

Discontinued: 8.5.218.26

Important

The Documentation Wikicicle is no longer supported.

Specifies the location of Genesys offline documentation.

The default value for the option is empty, unless you are running an offline PDF version of WFM Help. If that case, this field will contain a valid URL that points to the site where the PDF resides. For

example: `http://<host:port>/<applicationname>`.

Use this format, where `<host:port>` is the hostname and port number of the internal webserver that is hosting the PDF, and `<applicationname>` is the name of the directory where the PDF resides.

Do not add a backslash (/) at the end of the URL.

Tip

Use this option only if there are corporate restrictions to Internet access in your environment that make the `docs.genesys.com` website inaccessible to your agents and supervisors, and prevent access to the context-sensitive Workforce Management Web for Supervisors Help and Workforce Management Web for Agents Help.

HideNames

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

This option is mandatory.

Specifies whether or not agent names are displayed in the **Adherence** views in Web for Supervisors.

HideTerminatedAgents

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

Modified: 8.5.101

Specifies whether WFM Web should exclude agents whose termination date has passed.

To exclude these agents, set this value to true. If you want to view terminated agents, set this option to false.

Important

This option was renamed **CFG_SHOW_TERMINATED_AGENTS** in 8.5.101 and moved to WFM Web.

It is now configured in WFM Web for Supervisors **About > Settings** dialog. See [About](#)

WFM Web in *Workforce Management Web for Supervisors Help*.

ImportMaxFileSizeMB

Default Value: 10

Valid Values: Any positive integer

Changes Take Effect: After next client login

Dependencies: None

Specifies the maximum file size (in megabytes) that can be uploaded in the **Forecast > Import** view in WFM Web for Supervisors.

NameOrder

Default Value: 1

Valid Values: 1, 2, 3

Changes Take Effect: Immediately

Dependencies: None

This option is mandatory.

Specifies how WFM Web displays agent names in the interface.

- 1—First name is first.
- 2—Last name is first.
- 3—Last name is first, separated from the first name by a comma.

NoPerformanceInSchedule

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Dependencies: None

This option is mandatory.

Specifies whether or not WFM automatically performs target selection and performance data retrieval 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, WFM automatically performs target selection and performance data retrieval. If set to true, the user must explicitly select a target for performance data, otherwise, WFM does not retrieve performance data.

PageCharSet

Default Value: No default value
Valid Values: Any standard character set value
Changes Take Effect: Immediately
Dependencies: None

Specifies the character set that WFM uses for every page in WFM Web.

For example, enter x-sjis for the Japanese character set. If the option value field is empty, no character set is specified.

RunJavaStandalone

Default Value: 1
Valid Values: 1, 2, 3
Changes Take Effect: After next client login
Dependencies: None
Introduced: 8.5.220.20

Specifies the default value for **RUN_JAVA_STANDALONE** application setting: 1 - Off (plug-in used), 2 - Java Web Start, 3 - UI Launcher

ShowAllActivities

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

Specifies how the **Daily Schedule** view is displayed in Web for Agents.

If this option value is set to true WFM displays all possible activities for that agent, whether scheduled or not. If set to false, WFM displays only the agent's scheduled activities.

See the **CustomActivities** configuration option for related functionality and find out how the **ShowAllActivities** option settings affect the it.

SupervisorSessionInactiveTimeout

Default Value: 15
Valid Values: Any positive integer
Changes Take Effect: At next login
Dependencies: **Server/SessionTimeout**, **auth/provider**

Specifies the inactivity interval for WFM Web for Supervisors before sessions time out.

When this option value is set to 0, WFM keeps the session active indefinitely. When this option is set to a positive integer greater than 0, the session expires after that duration of inactivity.

When this option is not set, the session expires after the 15 minutes of inactivity.

If the value of `SupervisorSessionInactiveTimeout` is less than the value of `SessionTimeout`, there is no dependency on the auth/provider, inactivity interval=`SupervisorSessionInactiveTimeout` value.

If the `SupervisorSessionInactiveTimeout` value is greater than the `SessionTimeout` value:

- if `auth/provider="wfm"`, then the inactivity interval is equal to the `SupervisorSessionInactiveTimeout` value.
- if `auth/provider=""` (empty string), then the inactivity interval is equal to the `SessionTimeout` value.

UsePartitionedCookie

Default Value: false

Valid Values: true or false

Changes Take Effect: Immediately

Dependencies: None

Introduced: 8.5.220.15

When the user logs into WFM Web the system generates a new session cookie. If the option is set to true, the new session cookie will be marked as partitioned and will be available even if WFM Web is embedded into another page with a different domain.