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Workforce Management Administrator's Guide

WFM Builder Options

WFM Builder Options

From the Options tab you can modify the default WFM Builder configuration settings. The tab contains four sections. The options in each of these sections are described below.

Client Section

[+]

CfgServerRequestTimeout

Type: Mandatory

Default Value: 15

Valid Value: Any positive integer

Dependencies: None

Specifies the number of seconds to wait for a response from Configuration Server before timing out. This key is used when requesting the list of objects from Configuration Server for synchronization purposes. The value should be increased in configurations with a high number of objects or slow network connections.

SOAPTimeout

Type: Mandatory

Default Value: 120

Valid Value: Any positive integer

Dependencies: None

The SOAP connection timeout, in seconds.

[Back to Top](#)

Identity Section

[+]

ApplicationType

Type: Optional in Framework 8.x environments.

Default Value: WFMBuilder

Valid Value: WFMBuilder

Dependencies: None

Specifies the Workforce Management component for which this application is used. Configure this option only if you are using an application of the type ThirdPartyServer.

[Back to Top](#)

Logs Section

[+]

verbose

Type: Mandatory

Default Value: all

Valid Values: all, trace, standard, none, yes (= all), no (= none)

Dependencies: None

Filters output of log messages based on their assigned priority. All enables output of all messages to the log file. Setting the option value to:

- trace—Enables informational and error messages and disables debug messages.
- standard—Enables error messages only and disables informational and debug messages.
- none—Disables all messages.

buffering

Type: Mandatory

Default Value: no

Valid Values: yes, no

Dependencies: None

Turns system file buffering on (yes) or off (no).

segment

Type: Mandatory

Default Value: no

Valid Values: no, <number>, <number>KB, <number>MB, <number>Hr

Dependencies: None

Sets the maximum size (in KB, MB, or hours) of the log file segment, after which a new segment is created. The default size is in KB. The number cannot be less than 100 KB or less than one hour. Setting this option value to no indicates no segmentation of the log file.

expire

Type: Mandatory

Default Value: no

Valid Values: no, <number>, <number> file, <number> day

Dependencies: None

Sets the Expiration mode for old segments. The number to be stored cannot be less than 1 file or 1 day or more than 100 files or 100 days. Setting this option value to no indicates that files do not expire.

messagefile

Type: Mandatory

Default Value: wfmbuilder.lms

Valid Value: wfmbuilder.lms

Dependencies: None

Sets the name of the file that stores application-specific log messages. The only valid value is wfmbuilder.lms.

standard

Type: Mandatory

Default Value: stdout

Valid Values (log output types): stdout, stderr, syslog, network, <filename>
Dependencies: None

Specifies that log events of the Standard level are to be sent to the listed outputs. For centralized logging, set this option value to network. You can use a local file name or stdout, as well as network.

trace

Type: Mandatory
Default Value: stdout
Valid Values (log output types): stdout, stderr, syslog, network, <filename>
Dependencies: None

Specifies that log events of the Trace level are to be sent to the listed outputs. For centralized logging, set this option value to network. You can use a local file name, stdout, as well as network.

debug

Type: Mandatory
Default Value: stdout
Valid Values (log output types): stdout, stderr, syslog, network, <filename>
Dependencies: None

Specifies that log events of the Debug level are to be sent to the listed outputs.

Warning

Do not use network unless requested by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

all

Type: Mandatory
Default Value: stdout
Valid Values (log output types): stdout, stderr, syslog, network, <filename>
Dependencies: None

Specifies that log events of all levels, Standard, Trace, and Debug, are to be sent to the listed outputs.

Warning

Do not use network unless requested by Genesys Professional Services, because it generates extremely heavy message loads that can degrade system performance.

x-ScheduleBuilderProgressTrace

Type: Optional
Default Value: No default value
Valid Values: true, false
Dependencies: None

Enables or disables the reporting of schedule progress in the log file.

x-ScheduleBuilderTrace

Type: Optional

Default Value: No default value

Valid Values: true, false

Dependencies: "x-ScheduleLogPath"

Indicates that WFM Builder must write scheduling data, output data, and messages to the Schedule log file. To use this option, you must specify a Schedule log path. One log file is created for every schedule build. Used for Schedule debugging only.

x-ScheduleLogPath

Type: Optional

Default Value: No default value

Valid Value: Path to the Schedule log directory.

Dependencies: None

For Schedule debugging only. Indicates the directory into which WFM Builder will write the file containing Schedule log data and messages.

x-ScheduleMaxLogs

Type: Optional

Default Value: No default value

Valid Values: 1-1000

Dependencies: "x-ScheduleLogPath"

Specifies the maximum number of Schedule log files (or pairs, if the x-SwordTrace option value is also set to yes) to keep in the folder specified in the x-ScheduleLogPath option. If you reach the maximum number of files, WFM Builder deletes files as necessary to stay within the limit, starting with the oldest file.

x-SwordTrace

Type: Optional

Default Value: No default value

Valid Values: yes, no

Dependencies: "x-ScheduleLogPath"

Indicates that scheduling algorithm output messages must be written to the Schedule log. Used for Schedule debugging only.

[Back to Top](#)

Options Section

[+]

MaxSchedulingThreadPoolSize

Type: Optional

Default Value: 0

Valid Values: 0, 1, <number> (the number of CPU cores available to the process)

Dependencies: None

Limits the maximum number of CPU cores that WFM Builder uses when scheduling multi-site

schedule scenarios. If the value is missing or is set to anything less than 1, then WFM Builder uses the maximum number of CPU cores for scheduling.

Important

The number of CPU cores that WFM Builder might use depends upon 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

Type: Optional

Default Value: false

Valid Values: true, false

Dependencies: None

Use this option if you are configuring multi-site activities to Specify that Builder will use multi-site staffing requirements when building multi-site schedule scenarios. If this option value is set to:

- True—Use the staffing requirements of multi-site activities.
- False—Use the staffing requirements of related-site activities.

NameOrder

Type: Mandatory

Default Value: 1

Valid Values: 1, 2, 3

Dependencies: None

Specifies how names are presented in warning 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

Type: Optional

Default Value: false

Valid Values: true, false

Dependencies: None

If this option is set to:

- True—Agent days that have marked time will be excluded from intra-day reoptimization.
- False (or empty)—Does not exclude Agent days that have marked time from intra-day reoptimization.

Special100ShiftCheck

Type: Optional

Default Value: false

WFM Builder Options

Valid Values: true, false
Dependencies: None

If the option value is:

- True—Sets the Builder shift limit to 100 shifts.
- False (or empty)—Sets the Builder shift limit to 500 shifts.

Important

Error 43 appears if your configuration violates the current shift limit.

[Back to Top](#)