Workforce Management Administrator's Guide

WFM Client Options

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WFM Client Options

The `Client Application` object is used both by the WFM Configuration Utility and the WFM Database Utility. From the `Options` tab you can modify the default configuration settings for both utilities.

The Client `Options` tab contains three sections. The options in each of these sections are described below. If you choose to use a user-created option, you can create an OptionalSettings section. See Creating New Configuration Sections and Options for instructions.

Client Section

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CfgServerRequestTimeout
Type: Mandatory
Default Value: 15
Valid Values: 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. Increase the value of this option in configurations that have a large number of objects or slow network connections.

SOAPTimeout
Type: Mandatory
Default Value: 60
Valid Value: Any positive integer
Dependencies: None

Specifies the number of seconds to wait for the response from WFM Server before timing out.

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Logs Section

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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.

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

buffering
Type: Mandatory
Default Value: no
Valid Values: yes, no
Dependencies: None

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

CSynchFile
Type: Optional
Default Value: No default value
Valid Value: Any file name and path used for Windows
Dependencies: None

Provides the file name used to output the progress of synchronization. As described in *Workforce Management Configuration Utility Help*, you can synchronize the content of the WFM Database with that of the Configuration Database.

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.

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

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`. If this option value is set to no, files do not expire.

messagefile
Type: Mandatory
Default Value: No default value
Valid Value: Any character string

Dependencies: None

Sets the name of the file that stores application-specific log messages.

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. If this option value is set to no, the log file is not segmented.

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, use the option value `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, use network. You can use a local file name or `stdout` as well as `network`.

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.

- `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.

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Options Section

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AllowLessUpdates
Type: Optional

Default Value: 0
Valid Value: 0, 1
Dependencies: None

Controls whether the Update Database to Version drop-down text box appears in the WFM Database Utility after you choose to update your database. Normally, you would only update to the latest database version. However, in some circumstances, you might need to choose to update to a database version other than the most recent one. In this case, you need to use the Update Database to Version drop-down text box.

To have the WFM Database Utility display the Update Database to Version drop-down text box, set this value to 1. To remove this drop-down text box from the WFM Database Utility interface, set this option to 0.

AllowMigratePerformance
Type: Optional
Default Value: 0
Valid Values: 0, 1
Dependencies: None

Specifies whether to enable the Performance Data Migration option in the WFM Database Utility wizard. To enable it, set this option to 1. This means that you can choose to migrate performance data from your 7.x database to your new WFM 8.x database.

HelpFile
Type: Mandatory
Default Value: `wm_config-help.chm`
Valid Value: `wm_config-help.chm`
Dependencies: None

Specifies the name of *Workforce Management Configuration Utility Help*.

HideTerminatedAgents
Type: Optional
Default Value: `false`
Valid Value: `true, false`
Dependencies: None

If option value is set to `true`, only currently-working agents are displayed. Agents whose termination date has passed are not displayed. If this option value is set to `false`, you can view terminated agents and those whose hire date is in the future.

NameOrder
Type: Optional
Default Value: 1
Valid Values: 1, 2, 3
Dependencies: None

Enables you to set the way the WFM Configuration Utility presents agent names in the `Object` pane tree view. The possible values are:

- 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 comma.

CommandTimeout
Type: Optional
Default Value: 7200
Valid Values: positive integers
Dependencies: None

> **Important**
>
> This option applies to WFM 7.1.1 releases only. WFM 7.1.0, 7.1.2, 7.2, 7.6 and greater do not require this option.

Specifies the timeout, in seconds, after which the WFM Database Utility disconnects from the database during a database update. For an average-sized database, 600 seconds is sufficient to perform a full update. For unusually large databases, you will need to set this value higher.

LocalTimezones
Type: Optional
Default Value: `false`
Valid Values: `true`, `false`
Dependencies: None

Specifies the time configuration that Configuration Utility assumes for each time zone affected during synchronization: GMT or local time. Choose the value that matches the values in Configuration Utility's Time Zone settings Daylight Saving time information dialog. They reflect either a GMT offset, or local time.

- `false`—WFM Configuration Utility will assume GMT time zone settings for each time zone affected during synchronization.

- `true`—WFM Configuration Utility will assume local time zone settings for each time zone affected during synchronization.

> **Tip**
>
> To apply the new setting: open Configuration Utility, delete the current timezone configuration, and run Synchronization.

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OptionalSettings Section

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> ## Important
>
> This section is optional. You must create this section if you need a different font or a larger font size on the labels and text boxes in the WFM Configuration Utility. This option is intended particularly for users of the Chinese, Korean, and Japanese localized versions of the application. See Creating New Configuration Sections and Options to find procedures about how to create new sections and new options.

FontSize
Type: Optional
Default Value: 8 pt.
Valid Values: 8, 9, or `10 pt.`
Dependencies: None

Intended for users of the Chinese, Korean, or Japanese version of the WFM Configuration Utility. It enables you to adjust the point size of the typeface to accommodate the `9 pt.` default size of these characters.

Font
Type: Optional
Default Value: No default value
Valid Value: Any valid font name
Dependencies: None

Specifies the font used in the WFM Configuration Utility and/or the WFM Database Utility interfaces. Either or both of the Utilities could point to the `Application` object you are configuring.

HideDA_settings
Type: Optional
Default Value: `false`
Valid Value: `true, false`
Takes Effect: If the current module is closed by navigating to another module and then reopened, or if the application is restarted. Dependencies: None

Specifies access (permitted or restricted) to Data Aggregator settings and statistics configuration for Activities in the Client Application. When this option value is set to `true`, users cannot access these settings.

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