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Workforce Management Administrator's Guide

WFM Options Removed

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WFM Options Removed

This section lists the WFM options that no longer supported by WFM and have been removed.

WFM Web

ShowTerminatedAgents (new name)

HideTerminatedAgents (old name)

Renamed and removed in 8.5.101.

Can now be configured in WFM Web for Supervisors **About** > **Settings** dialog.

WFM Server

AdjustCarryOverByBonus

Removed in release WFM 8.5.1.

Important

The removal of the **AdjustCarryOverByBonus** configuration option affects the carry-over functionality in this way; Now in 8.5.1, WFM works as if the this option is set to **True**. Previous to 8.5.1, if the option was set to **False**, and the agent did not use the assigned bonus hours before the carry-over date, those hours might be lost in 8.5.1.

WFM Client

CommandTimeout

Removed in release WFM 8.5.1.

CsynchFile

Removed in release WFM 8.5.1.

CfgServerRequestTimeout

Removed in release WFM 8.5.1.

SOAPTimeout

Removed in release WFM 8.5.1.

HelpFile

Removed in release WFM 8.5.1.

HideTerminatedAgents

Removed in release WFM 8.5.1.

NameOrder

Removed in release WFM 8.5.1.

FontSize

Removed in release WFM 8.5.1.

Font

Removed in release WFM 8.5.1.

HideDA_settings

Removed in release WFM 8.5.1.

Data Aggregator

AgentEventsFromInterface

Removed in release WFM 8.1.1.

SynchronizeUnassignedAgents

Removed in release WFM 8.5.1.

x-LogSynchronizationTrace

Removed in release WFM 8.5.1.