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Web Services and Applications Configuration Guide

Configuring Not Ready Reason Codes

Configuring Not Ready Reason Codes

Workspace Web Edition provides "reasons" with which agents can specify details about their NotReady status, for instance: *Lunch*, *15 minute break*, *Appointment*, *Meeting*, and so on. These reasons are configured by creating Action Code objects of type Not Ready.

Each Not Ready Reason can be customized by creating a section named **[interaction-workspace]** in the annexes of Action Code objects that are used to define Not Ready Reason codes. Next, define and configure the options in that section to customize the way that not-ready reasons are sent to your T-Server.

Example: Use *either* Configuration Manager or **Genesys Administrator Extension** for this procedure:

Configuration Manager

Purpose: Create an ActionCode of type NotReady in Configuration Manager. **Start**

1. Open Configuration Manager
2. Go to the appropriate Tenant
3. Navigate to Action Codes Folder
4. Right-click > New > Action Code **OR** File > New > Action Code
5. For **Name**, change it to an appropriate name (example: *Lunch Break*)
6. **Tenant** should already be populated with the tenant name
7. For **Type**, select Not Ready
8. For **Code**, choose a relevant code for reporting purposes.

*Note that codes must be unique within each **Type***

9. Click **Apply** or **OK**

End

Genesys Administrator Extension

Purpose: Create an ActionCode of type NotReady in **Genesys Administrator Extension**. **Start**

- a. Open **Genesys Administrator Extension**
- b. Navigate to Provisioning > Desktop
- c. Click Action Codes

- d. Click **New**
- e. For **Name**, change it to an appropriate name (example: *Lunch Break*)
- f. **Tenant** should already be populated with the tenant name
- g. For **Type**, select Not Ready
- h. For **State**, ensure it is clicked as Enabled
- i. For **Code**, choose a relevant code for reporting purposes.

*Note that codes must be unique within each **Type***

- j. Click **Save & Close**

End