



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Web Services and Applications Configuration Guide

Application

4/7/2025

# Application

Workspace Web Edition provides the following Application-level options:

## Contents

- **1 Application**
  - 1.1 alert.timeout
  - 1.2 application.wiki-help-locale
  - 1.3 application.wiki-help-site
  - 1.4 application.wiki-help-welcome-page
  - 1.5 privilege.mychannels.can-use
  - 1.6 privilege.mymessages.can-use
  - 1.7 system.cometd.timeout
  - 1.8 system.log-level
  - 1.9 workspace.web-content

### alert.timeout

- Default Value: 10
- Valid Values: An integer value greater than or equal to 0.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the duration, in seconds, that contextual warning messages are displayed in the windows of the application.

### application.wiki-help-locale

- Default Value:
- Valid Values: A valid locale name in the *LanguageCode-CountryCode* format — for example, en-US.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the locale of the Workspace Web Edition online help. When this option is left empty, Workspace tries to find the online help that corresponds with the current language selected by the agent. If set to a valid locale, Workspace accesses the online help of the specified language.

### application.wiki-help-site

- Default Value: `https://docs.genesys.com/`
- Valid Values: A valid URL.
- Changes take effect: When the session is started or restarted.
- Description: Path to the Workspace Web Edition Help. By default the help documentation is located on the Genesys Documentation website. You might have to create an exception for this URL in your firewall to enable agents to access the help. If you do not want to allow your agents to access the help stored on the Genesys Documentation website, you can request a PDF of the help document, which you can load locally.

### application.wiki-help-welcome-page

- Default Value:
- Valid Values: A valid URL.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the Workspace Web Edition online help home page URL. When this option is specified, all attempts to access the online help are redirected to this page and the `application.wiki-help-site` option is ignored. This approach can be used in an environment when an Administrator wants the agent to have a look at a custom help page, like a 'Quick Start User Guide'.

### privilege.mychannels.can-use

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.

- Description: Allows an agent to access My Channels.

### privilege.mymessages.can-use

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows an agent to access My Messages.

### system.cometd.timeout

- Default Value: 60000
- Valid Values: An integer value greater than or equal to 0.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the duration, in milliseconds, before the session is considered closed when the connection with the server is lost.

### system.log-level

- Default Value: Trace
- Valid Values: Select a value from the following list: Trace, Debug, Info, Warning, Error, Off.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the global log level.

### workspace.web-content

- Default Value: ""
- Valid Values: A comma-separated value list of option section names that correspond to the extension views, for example: Extension1,Extension2,Extension3
- Changes take effect: When the session is started or restarted.
- Description: The list of Web Applications that are configured to be displayed at the Workspace level. Refer to the [Procedure: Enabling integration of web applications in the agent interface](#) for information about creating web application objects in the configuration layer.