Web Services and Applications Deployment Guide

Configuration And Administration By Using Options And Annexes

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Contents

The option settings are applied to an agent upon login to the desktop interface in the following override order:

1. Default settings that are defined in the application code, which are overridden by:

2. Settings that are specified in the Application, which are overridden by:

3. Settings that are specified in the Tenant of the agent, which are overridden by:

4. Settings that are specified in the Agent Group(s) to which an agent belongs (in cases in which an agent is a member of more than one group, HTCC considers the union of options that are set in each group; if an option is declared in two different groups, each of which has a different value, Interaction Workspace uses built-in rules to resolve the conflict (see Conflict Resolution for Configuration Options for information on how such conflicts are resolved. **Note:** Virtual Agent Groups are not supported), which are overridden by:

5. Settings that are specified in the Person object that corresponds to the agent.

You can override options only in the `interaction-workspace` section. Therefore, you must replicate the `interaction-workspace` section to the annex of the object level at which you want the override to occur (Tenant, Group, User, or Transaction).

Other Applicable Object Hierarchies

Some specific HTCC options can be defined in other objects and object hierarchies, such as: Action Codes -- For example: Not Ready reason codes.

Overriding Options by Using a Routing Strategy

A Routing Strategy can be used to override configuration options that you have defined by using the hierarchies that are described above.

HTCC uses Transaction Objects of type `object list`. You can attach a transaction name or list of transaction names to your strategy. The transaction names in the list should be separated by commas. HTCC reads the transaction objects at rendering time to override the static options.

Overriding options enables you to change the appearance of interactions based on a key-value pair that is defined in the annex of each listed transaction object. The attached data contains the name of the transaction object to be used for the interaction.

Transaction objects are configured in Genesys Administrator or Composer, by using the standard approach that is used for other object types in the hierarchy.

Use the `interaction.override-options` option to define the key in which the Transaction object(s) are to be listed in attached data. If you set an override value, HTCC will look for the transaction object that corresponds to the key-value pair.

Not all the options in the `interaction-workspace` section can be overridden by transaction objects. Refer to Configuration Options to determine which options support overriding by transaction objects. To apply this approach, you must replicate in the annex of the transaction object the structure that is used in the `interaction-workspace` section of the HTCC Application object. The option name must be the same key as in the Interaction Workspace Application object template.

Conflict Resolution for Configuration Options

In the hierarchy that is described in the previous sections, conflicts might occur during the resolution of option inheritance. Typically, an agent can be a member of more than one Agent Group. If group options conflict with one another, HTCC considers the conflict to be an administration error. An arbitrary resolution is applied.

Single Value Option Types

The arbitrary conflict resolution for single-value options proceeds as follows:

1. Agent Groups are sorted into ascending order by the name of the Agent Group.

2. The values of the options for each section are compared.

3. If there is a conflict, the value that is set for the agent corresponds to the value that is set for the group name that comes first in the sort order. For example, values that are set for options in the "Support" group take precedence over values that are set for options in the "Pre-Sales" group.

Transaction Object Conflicts

If there is a conflict between transaction objects as specified by the list of override options, the first value that is set in a transaction, starting from the beginning of the list, is taken into account. All the subsequent values that are specified for the same option are ignored.

Using Options in HTCC

Each object in Genesys Framework, including agents and the HTCC application, can be configured using Genesys Administrator. You must first set up your contact center and configure objects such as agents, groups, privileges, and applications.

All configuration options in Genesys applications are divided first into sections. Sections are groups of related configuration options. Within a section, each option is named by its functional area, and then by its name or specific function.

Option-Value Types

Option values are of the following types:

- String -- Open content or a comma-separated list of valid string or numeric values; some lists may have an open number of members to be determined by the user.

- Numeric -- Specific values or ranges of values.

- Boolean -- Either `true` or `false`.

The Configuration Options topic contains a list of all the HTCC options. It includes descriptions of their type and use.

Effect of Privileges and Hierarchical Options on the Behavior of Interaction Workspace

The behavior of HTCC is controlled by a compilation of settings in various systems and components of the Genesys suite. The behavior is controlled by the following components:

- Privileges are assigned to logged-in agents through the Genesys RBAC security system.

- Option and Annex settings that are defined in the applicable objects of the configuration layer.

Privileges are part of the security of the Genesys suite; therefore, they have a higher priority than application and user settings. It is important to note that the options that are defined in the configuration layer and the routing strategy will never override any privilege management.

Under this hierarchy of control, options act only on the feature set that is permitted by the privilege that is specified for a given role. For example, a graphical module is configured to be visible by the application settings; however, none of the privileges that are implemented by this module are granted to the agent; therefore the module is not visible for this agent.