GENESYS™

Web Services and Applications Configuration Guide

Setting Up Agents On The System

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Contents

After you have created Agent objects you can set up your agents to use different features and functionality. The following procedures assume that you know how to use the Genesys Administrator application to configure agent objects.

Workspace Web Edition functionality is configured on the `CloudCluster` object in the `interaction-workspace` section. You must create this section and then create the individual configuration options that you need.

Procedure: Provisioning Workspace Web Edition for the Voice channel

Purpose: To enable an agent to log in to the Voice channel.

Prerequisites

- A working knowledge of Genesys Administrator.
- A `CloudCluster` object exists in the Configuration Database.
- T-Server with the associated switch and switching office.
- Agents with logins configured with DNs that correspond to agent devices in the switch.
- A Place that contains one or more DNs from the switch.

Start

For each agent that you want to configure to use the Voice channel, do the following:

1. Select at least one `AgentLogin` from the switch.
2. Reference a default place.
3. Check the `isAgent` flag.
4. Enable the Voice media in Workspace Web Edition & Web Services.
5. Configure the Voice options in the `interaction-workspace` section of the `CloudCluster` object.

End

Procedure: Declaring and using new Not-Ready Reason codes

Purpose: To enable an agent to use custom Not-Ready Reason codes.

The only Not-Ready Reasons that Workspace Web Edition supports by default is `After Call Work`. Custom Not-Ready Reason codes are defined in the `Action Codes` folder of the `Desktop` folder in the `Provisioning` view of Genesys Administrator.

Prerequisites

- A working knowledge of Genesys Administrator.
- A CloudCluster object exists in the Configuration Database.

Start

1. Enable this feature by specifying the NotReadyReason value for the `agent-status.enabled-actions-by-channel` and `agent-status.enabled-actions-global` options.

2. Create a new Action Code in the following Genesys Administrator view: `Provisioning > Desktop > Action Code`.

3. Enable the new Action Code so that it can be used in the Configuration Layer.

4. To enable the Action Code to display in the Agent Interface, configure the `agent-status.enabled-actions-global` option in the `interaction-workspace` section of the `CloudCluster` object.

End