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Web Services and Applications Configuration Guide

Configuration and Administration By Using Options and Annexes

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You can create Agents objects one at a time or in bulk by using Genesys Administrator (refer to the [Genesys Administrator documentation](#)).

Important

You configure Agent objects to use specific functionality by setting values for **configuration options** that enable and control the features and functionality of the Workspace Web Edition application.

The option settings are applied 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, Workspace Web Edition 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, Workspace Web Edition uses built-in rules to resolve the conflict (see [Conflict Resolution for Configuration Options](#) for information about 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.

Important

You can override options only in the interaction-workspace section. Therefore, you must replicate the interaction-workspace section from the WIEWS Cluster Application object 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 Workspace Web Edition options can be defined in other objects and object hierarchies, such as: Action Codes--for example: Not Ready reason codes. The hierarchy is defined by the order in which the objects or codes are listed.

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.

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

Overriding options enable you to change the appearance of interactions and the interaction-related behavior of Workspace Web Edition based on key-value pairs that are defined in the annex of each listed transaction object. The attached list of objects contains the list of transaction objects 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, Workspace Web Edition will look for the transaction object that corresponds to the key-value pair.

Important

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 `WWEWS Cluster Application` object. The option name must be the same key as in the `Workspace_Web_Edition_Web_Services_851 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, Workspace Web Edition considers the conflict to be an administration error. An arbitrary resolution is applied.

Value Option Types

The conflict resolution for 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 "Pre-Sales" group take precedence over values that are set for options in the "Support" 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 Workspace Web Edition

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

All configuration options in Genesys applications are divided 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.

Refer to the [Configuration Options](#) reference for a list of all the Workspace Web Edition options. It includes descriptions of their type and use.

Effect Hierarchical Options on the Behavior of Workspace

The behavior of Workspace Web Edition is controlled by a compilation of settings in various systems and components of the Genesys suite. The behavior is controlled by the Option and Annex settings that are defined in the applicable objects of the [Configuration Layer](#) that are associated with logged-in users of type administrator, agent, or supervisor.