Web Services and Applications Configuration Guide

Overriding Configuration Options

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Contents

Modifying a Routing Strategy to Override Configuration Options Based on Attached Data

The following procedure assumes that you know how to configure access permissions for Genesys applications.

Procedure: Modifying a routing strategy to override a configuration option based on attached data

Purpose: To override previously defined configuration options by using a routing strategy.

A Routing Strategy can be used to override configuration options that you have defined by using the hierarchies described in Configuration And Administration By Using Options And Annexes.

Workspace Web Edition uses Transaction Objects of type `object list`. Attach a transaction name or list of transaction names to the interaction in your strategy. The transaction names in the list must be separated by commas. Workspace Web Edition reads the transaction objects at rendering time to override the static options.

Overriding options enables you to change the appearance of interactions per line of business based on a key-value pair that is defined in the annex of Transaction objects. The attached data contains the name of the transaction object(s) to be used for the interaction.

Prerequisites

- Workspace Web Edition & Web Services is deployed
- You have a strategy that routes to your agent workstations.

Start

1. Configure one or more Transaction objects, of type `list`, in Genesys Administrator or Composer, by using the standard approach that is used for other object types in the hierarchy (these rely on the option reference to determine if a particular option can be overridden in a Transaction).
   You can only override options in the `interaction-workspace` section of the `CloudCluster` application. Therefore, you must replicate the `interaction-workspace` section to the annex of the Transaction objects.

2. Configure the option `interaction.override-options` to define the key where the Transaction object(s) are to be listed in attached data.

3. Using either Interaction Routing Designer (IRD) or Composer, edit your routing strategy by adding an "Attach" or "Multi-attach" block that attaches the key value pair that is defined below:

   - key -- The name of the key that you defined in the option set in Step 2.

   - value -- One or several comma-separated Transaction objects, as defined in Step 1.

End