GENESYS™

Web Services and Applications Configuration Guide

Team Lead

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Team Lead

> **Important**
> Voice call monitoring is supported only for SIP Server environments

For Workspace Web Edition deployments, you can enable supervisor tasks such as monitoring, coaching, and barge-in by setting the following options:

teamlead.monitorable-routing-points

- Default Value: `""`
- Valid Values: A comma-separated list of routing points (<DN Number>@<switch>).
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of routing points that a supervisor can monitor. Depends on privilege.teamlead.can-monitor-routing-point

teamlead.monitoring-cross-site-based-on-activity-enabled

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Specifies if cross-site monitoring is enabled and if agent presence is evaluated to select the device to be monitored for a remote agent. If this option is set to `true`, the monitoring request is started on the device where the remote agent is currently logged in.

teamlead.monitoring-scope

- Default Value: `call`
- Valid Values: Select a value from the following list: `agent`, `call`
- Changes take effect: When the session is started or restarted.
- Description: Specifies the scope of monitoring that is to be used for voice interactions. If the value call is specified, the supervisor remains on the call until it is finished. This mode enables barge-in. If the value agent is specified, the system disconnects the supervisor automatically from the call when the monitored agent leaves the call. In this mode, the barge-in operation is not possible.

teamlead.myagents.enabled-channels

- Default Value: `voice,chat,email`

- Valid Values: A comma-separated list of channel names from the following list: `voice, chat, email`.

- Changes take effect: When the session is started or restarted.

- Description: Defines the available media in the My Agents view. Workspace displays the channels in the order in which they appear in the list.

teamlead.myagents.refresh-rate

- Default Value: `30`

- Valid Values: An integer value between 5 and 5000 or equal to 0.

- Changes take effect: When the session is started or restarted.

- Description: Defines the frequency in seconds to refresh the list of users. When set to 0, no automatic refresh is applied and the refresh must be done manually.

privilege.myagents.can-use

- Default Value: `false`

- Valid Values: `true, false`

- Changes take effect: When the session is started or restarted.

- Description: Enables supervisors to access the My Agents view, where they can view and update the state for agents in the groups they supervise. Supervisors can also remotely log off agents from media channels in this view.

privilege.teamlead.can-coach-chat

- Default Value: `false`

- Valid Values: `true, false`

- Changes take effect: When the session is started or restarted.

- Description: Enables a supervisor to coach chat interactions. Depends on privilege.chat.can-use.

privilege.teamlead.can-coach-current-voice

- Default Value: `false`

- Valid Values: `true, false`

- Changes take effect: When the session is started or restarted.

- Description: Enables a supervisor to coach the current voice interaction. Depends on privilege.teamlead.can-coach-voice.

privilege.teamlead.can-coach-voice

- Default Value: `true`

- Valid Values: `true, false`

- Changes take effect: When the session is started or restarted.

- Description: Enables a supervisor to coach voice interactions. Depends on privilege.voice.can-use.

privilege.teamlead.can-monitor-chat

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables a supervisor to monitor chat interactions.

privilege.teamlead.can-monitor-current-voice

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Enables a supervisor to monitor the current voice interaction. Depends on {{Optionslink|link=Options:Web_Services_and_Applications:interaction-workspace:privilege-teamlead-can-monitor-voice}}.

privilege.teamlead.can-monitor-routing-point

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables a supervisor to monitor routing points. Depends on privilege.teamlead.can-monitor-voice.

privilege.teamlead.can-monitor-voice

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables a supervisor to monitor voice interactions.

privilege.teamlead.can-stop-monitoring-chat

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables a supervisor to stop monitoring chat interactions. Depends on privilege.chat.can-use.

privilege.teamlead.can-stop-monitoring-voice

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables a supervisor to stop monitoring voice interactions. Depends on privilege.voice.can-use.

privilege.teamlead.can-switch-to-barge-in-chat

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables a supervisor to switch to barge-in mode for monitored chat interactions. Depends on privilege.chat.can-use.

privilege.teamlead.can-switch-to-barge-in-voice

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables a supervisor to switch to barge-in mode for monitored voice interactions. Depends on privilege.voice.can-use.

privilege.teamlead.can-use

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the session is started or restarted.
- Description: Enables a supervisor to use the agent call and chat monitoring functionality.