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Workspace Desktop Edition Deployment Guide

Configuring The Appearance And Content Of The User Interface

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Many of the Interaction Workspace views can be configured to display certain elements depending on the context"for example:

- Case data key-value pairs
- The values that are displayed for a Case History
- The title of the Main Toolbar
- The party identifier in Voice Media view
- The information that is displayed in the Preview window

There are three ways to specify the appearance and functionality of Interaction Workspace: Administration, Personalization, and Customization.

Administration

Administration is configuration that is performed by system administrators. It managed through Genesys Administrator by setting configuration options on the Interaction Workspace Application object. Administration settings are stored in the Genesys Configuration Layer.

Views

The View options enable you to configure the sorting order and the default tab selection of tabbed views within each window. The sort order can be customized by using the `views.<RegionName>.order` options. The default tab selection can be configured by using the `views.<RegionName>.activate-order` options. The first in the list, if present, is selected by default. If the first in the list is absent, the second in the list is presented by default, and so on. Both options support out-of-the-box view names and names of custom views added to tab areas. For custom views, use the ViewName string in the option; this is the string that is passed as the ViewName in the view activator. For the details about how to do this, refer to the [Interaction Workspace Developer's Guide and .NET API Reference](#).

Personalization

Interaction Workspace is personalized at the user level by the setting of Personal Preferences. Personalization data are stored in the agent annex or in the personal-data directory on the local workstation, as specified by the options `.record-option-locally-only` option. For more information on setting preferences, see *Interaction Workspace User's Guide* and *Interaction Workspace Context-Sensitive Help* (which is available by clicking the Help icon in the Interaction Workspace Main Window, or, with the Interaction Workspace Main Window open, by pressing F1 on your keyboard). Agents have control over the display location of various Interaction Workspace Windows, as well as the arrangement and appearance of text and fields within the display.

Customization

Customization is accomplished through development. Interaction Workspace features an open framework that enables developers to add value and extend the capabilities of the application. Interaction Workspace employs a modular design that enables you to expand and integrate your application by using multiple data sources and systems. Interaction Workspace enables you to customize views and create or customize extensions. For more information on extending Interaction Workspace, see the [Interaction Workspace Developer's Guide and .NET API Reference](#) and the [Interaction Workspace 8.1 Extension Examples](#).