GENESYS™

Workspace Desktop Edition Deployment Guide

Miscellaneous Options

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Contents

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alert.timeout

- Default Value: 10
- Valid Values: A positive integer value.
- Changes take effect: When the application is started or restarted.
- Description: Defines the duration, in seconds, that contextual warning messages are displayed in the information area of various Interaction Workspace windows. The value 0 means that messages are not displayed in the Information area.

application.available-layouts

- Default Value: `main-window,gadget`
- Valid Values: `main-window`, `gadget`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the Main Window and/or the Gadget views are available on launch. If this option is left blank, neither view is accessible at launch time. The user will have to open the application from the system tray. The first item in the list defines the default view at the initial start up.

case-data.float-separator

- Default Value: ""
- Valid Values: A valid float separator. Typical float separators are: '.' (period), ',' (comma), and '\' (backslash).
- Changes take effect: Immediately.
- Description: Specifies the float separator that is used for Case data. This option should be used when the decimal symbol in the regional settings of the agent workstation is different from the one in the attached data.

channel-information.window-title

- Default Value: $Window.Title$
- Valid Values: $Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$, $Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$
- Changes take effect: Immediately.
- Description: Defines the title of the window that prompts for place and media login data that appears in the Windows Task Bar by specifying a string that contains the following field codes: $Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$,

```
$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$
If all field codes are empty, the following field codes are used:
$Window.Title$
```

interaction-bar.detail-tooltip.max-height

- Default Value: 164

- Valid Values: An integer value greater than or equal to 0.

- Changes take effect: Immediately.

- Description: Sets the maximum height, in pixels, of the tooltip for interaction details of Interaction Bar items. The tooltip can contain the chat transcript, the body of an email and so on.

logout.enable-exit-on-logoff-error

- Default Value: `true`

- Valid Values: `true,false,prompt`

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

- Description: Specifies whether the agent can log out from the application even if one of the voice channel log offs resulted in an error. The value `prompt` allows the agent to log out of the application if a log off channel error occurs. The agent is first prompted for confirmation before logging out the application.

options.record-option-locally-only

- Default Value: `false`

- Valid Values: `true, false`

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

- Description: Specifies whether the display settings for the agent are stored locally or in the agent annex.

presence.evaluate-presence

- Default Value: `true`

- Valid Values: `true, false`

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

- Description: Specify whether to evaluate presence or not. Set this option to `true` if presence has to be evaluated for agents, agent groups, T-Server queues, routing points, and interaction queues.

system-tray.tooltip

- Default Value: $Application.Title$

- Valid Values: `$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$,`
  `$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$`

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

- Description: Defines the tooltip of the Interaction Workspace system tray icon by specifying a string that contains the following field codes:
  `$Window.Title$,$Application.Title$,$Application.Name$,$Agent.UserName$,`
  `$Agent.LastName$,$Agent.FirstName$,$Agent.EmployeeId$`
  If all field codes are empty, the following field codes are used:
  `$Window.Title$`