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Workspace Desktop Edition Deployment Guide

Not Ready Reason Codes

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Not Ready Reason Codes

Contents

- [1 Not Ready Reason Codes](#)
 - [1.1 workmode](#)
 - [1.2 extensions](#)
 - [1.3 reason-extension-key](#)
 - [1.4 reason-extension-request-attribute](#)
 - [1.5 reason-extension-value](#)

Interaction Workspace provides "reasons" with which agents can specify details about their NotReady status; these are configured by creating as many Action Code objects of type Not Ready. Each Not Ready Reason can be customized by creating a section named `interaction-workspace` in the annexes of Action Code objects that are used to define Not Ready Reason codes, and then defining and configuring options in that section to customize the way that not-ready reasons are sent to your T-Server. Define the following options in the `interaction-workspace` section that you create:

workmode

- Default Value: ""
- Valid Values: "", `aux-work`
- Changes take effect: At next login.
- Description: Refines and extends the customized NotReady status monitoring, when it is supported by the switch.

extensions

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: At next login.
- Description: Available only if the `workmode` option is not defined or if it is set to `none`. If your switch does not support the `aux-work` value, this option creates and enters extensions as the option name, and either `false` (as the default value) or `true` (as a valid value).

reason-extension-key

- Default Value: `ReasonCode`
- Valid Values: `ReasonCode`, `<any string>`
- Changes take effect: At next login.
- Description: The name that is set as the key of the key-value pair added to the Not Ready Reason or Extensions map. The corresponding value is set according to the Action Code that is defined in the Configuration Layer and the value of the `reason-extension-value` option.
If the value of this option is empty, the key of the key-value pair is the Name attribute of the selected Action Code.

reason-extension-request-attribute

- Default Value: ""
- Valid Values: "", `reasons`, `extensions`
- Changes take effect: At next login.
- Description: Specifies whether the reason code is published in the reason attribute or in the extension attribute. Empty means that the legacy behavior is preserved, where the reason code is published in

the 'reasons' or 'extensions' attribute, depending on the selected workmode.

reason-extension-value

- Default Value: code
- Valid Values: name, code
- Changes take effect: At next login.
- Description: The type of content that is set as the value of the key-value pair added to the Not Ready Reason or Extensions map.
 - If the option is empty or not correct, the default value is: code.
 - The corresponding key is set according to the value of the option reason-extension-key.
 - When set to code the key is the Code attribute of the selected Action Code.
 - When set to name the key is the Name attribute of the selected Action Code.