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Workspace Desktop Edition Deployment Guide

Security Options

4/25/2025

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Security

security.disable-rbac

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Disables role based access (RBAC). If this option is set to true, all the Interaction Workspace privileges are available to the agents. If this option is set to false, the list of agent privileges must be defined in Genesys Administrator.

security.enable-debug-information

- Default Value: false
- Valid Values: true, false
- Changes take effect: Immediately.
- Description: Specifies whether agents are allowed to CTRL+Click on the Genesys logo in the About window to display the controls that access the following features: Executable directory, Log directory, GC and so on.

security.inactivity-timeout

- Default Value: 0
- Valid Values: Any integer from 0 through 100.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the amount of time in minutes of agent inactivity (no mouse or keyboard usage) that triggers application locking. If the agent has been inactive longer than the number of minutes that are specified by the inactivity timeout, the agent must reauthenticate to be able to use the Interaction Workspace application. A value of 0 disables this functionality.

security.inactivity-set-agent-not-ready

- Default Value: true
- Valid Values: true, false
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent is automatically set to Not Ready when agent inactivity is detected.

security.inactivity-not-ready-reason

- Default Value: ""
- Valid Values: A valid Not Ready Reason.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the Not Ready Reason if the `inactivity.set-agent-not-ready` option is set to `true`.