



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workspace Desktop Edition Deployment Guide

General Options

12/19/2025

General Options

Contents

- [1 General Options](#)
 - [1.1 General](#)

General

general.configuration-update-notification

- Default Value: All
- Valid Values: A comma-separated value list of items that are to be notified, for example: None, All, ThisAgent, ThisApplication, ThisTenant, Transactions, Persons, Skills, AgentGroups, BusinessAttributes, BusinessAttributeValues, Script
- Changes take effect: When the application is started or restarted.
- Description: Defines the list of Configuration Server objects that require notification when there is an update.

general.gad.attached-data

- Default Value: false
- Valid Values: true, false
- Changes take effect: At the next interaction.
- Description: Specifies whether attached data keys are added. If this option is set to true, Interaction Workspace adds to the attached data the equivalent of GAD Keys. In the case in which routing base is used, Interaction Workspace adds the following keys: GD_TransferTargetType, GD_TransferTargetId

general.non-unicode-connection-encoding

- Default Value: ""
- Valid Values: .Net Name of Code Page Identifier
- Changes take effect: When the application is started or restarted.
- Description: This option specifies the code page encoding that is used to connect to back-end servers that do not rely on Unicode communication (all back-end servers except UCS). The possible values can be obtained from the ".Net Name" column of the Code Page Identifier that is defined in the following document: [http://msdn.microsoft.com/en-us/library/windows/desktop/dd317756\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/dd317756(v=vs.85).aspx) When this option is empty, the applied encoding corresponds to the language for non-unicode programs, which is also known as the system-locale of the agent Workstation.