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Workspace Desktop Edition Deployment Guide

Agent Status Options

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Agent status

agent-status.enabled-actions-by-channel

- Default Value: Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,Logon,LogOff
- Valid Values: Comma-separated list of action names from the following list: LogOn, LogOff, Ready, NotReady, Dnd, AfterCallWork, NotReadyReason
- Changes take effect: Immediately.
- Description: Defines the available agent state actions in the My Channels contextual menu. The actions are displayed in the order in which they appear in the list.

agent-status.enabled-actions-global

- Default Value: Ready,NotReady,NotReadyReason,AfterCallWork,Dnd,Logon,LogOff
- Valid Values: Comma-separated list of action names from the following list: LogOn, LogOff, Ready, NotReady, Dnd, AfterCallWork, NotReadyReason
- Changes take effect: Immediately.
- Description: Defines the available agent states in the global Status menu. The agent state commands are displayed in the order in which they appear in the list.

agent-status.not-ready-reasons

- Default Value: ""
- Valid Values: Comma-separated list of Action Code names of type "Not Ready"; empty means all not ready action codes are considered.
- Changes take effect: Immediately.
- Description: Defines the available reasons in the Agent Status menus (global and My Channels). The reason commands are displayed in the order in which they appear in the list.